

**HOME AND COMMUNITY CARE
SUPPORT SERVICES**
Hamilton Niagara Haldimand Brant

**SERVICES DE SOUTIEN À DOMICILE
ET EN MILIEU COMMUNAUTAIRE**
Hamilton Niagara Haldimand Brant



Your Guide to **A PALLIATIVE APPROACH TO CARE**

A Palliative Approach to Care

The Home and Community Care Support Services Hamilton Niagara Haldimand Brant provides home and community care and services including care coordination for people who are living with a progressive, life limiting illness.



The Home and Community Care Support Services Hamilton Niagara Haldimand Brant's Palliative Care Coordination Team is committed to providing sensitive and skilled care to meet the physical, emotional and spiritual needs of you and your family. We have expertise and knowledge about a palliative approach to care – a layer of care and services designed to improve the quality of life for you and your family while facing a serious, life-limiting illness.

The palliative approach to care is focused solely on your needs, ensuring your dignity is conserved through each stage of the journey. Our team is here to help provide information and support, and to connect you and your loved ones with community resources available to you.

Your care coordinator will work with you, your family and your health care team to develop a care plan that will meet your care needs which may include:

- Support and resources
- Information about community supports
- Pain and symptom management
- Information about respite care, visiting volunteers, wellness programs, hospice day programs and hospice residences
- Education, counseling and emotional support
- Bereavement support and community resources

Together with your care team, your care coordinator will work in partnership with you and your family to make sure your care plan matches your values, wishes and goals.

Connecting You with Home and Community Care

Home and Community Care and Services offered through the Home and Community Care Support Services Hamilton Niagara Haldimand Brant can help people:



- Get care and support services available through Nursing Care Centres, at home and in the community
- Stay living at home safely for as long as possible
- Avoid hospital admission
- Get the right care and support after being discharged from hospital
- Understand and be connected with long-term care and placement options

Your care coordinator will provide you with an assessment to help decide the type of care you need, where and when you need it.

Care and services are delivered through our contracted service provider agencies at local Nursing Care Centres, in your home or within a residential community such as a retirement residence.

As regulated health professionals, home and community care coordinators work with patients and their family caregivers to provide care plans designed to meet their care needs and health goals.

Long-term care placement coordinators help people by providing information about long-term care homes and assisting with the application process.

Community Support Services



Home and Community Care Support Services Hamilton Niagara Haldimand Brant works with community support service agencies and can recommend services such as meal programs, support groups and other resources to help you remain at home safely and independently for as long as possible.

Hospices across the Hamilton Niagara Haldimand Brant region include:

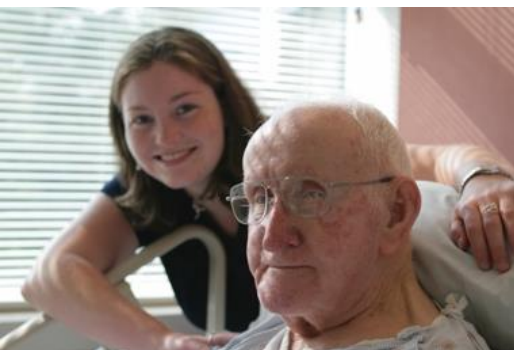
Hospice	Location	Phone	Address
Dr. Bob Kemp	Hamilton	905-387-2448	277 Stone Church Rd. E. Hamilton, ON L9B 1B1
Emmanuel House	Hamilton	905-308-8401	90 Stinson St. Hamilton, ON L8N 1S2
McNally House	Grimsby	905-309-4013	148 Central Avenue Grimsby, ON L3M 4Z3
Hospice Niagara	St. Catharines	905-984-8766	403 Ontario St., Unit 2 St. Catharines, ON L2N 1L5
Carpenter Hospice	Burlington	905-631-9994	2250 Parkway Dr. Burlington, ON L7P 1T1
Stedman Hospice	Brantford	519-751-7096 Ext. 2500	445 Grey St. Brantford, ON N3S 6X1

A Home and Community Care representative is available

8:30am to 8:30pm 7 days a week, 365 days a year

For more information or to make a referral please contact us at:

1-800-810-0000



Patient Bill of Rights

As a patient, family member, substitute decision maker or caregiver, you have the right to expect that every Home and Community Care Support Services employee, Board member and contracted health service provider shall respect and promote your rights as follows:

1. **To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. **To be dealt with in a manner that respects your dignity and privacy**, and that promotes your autonomy and participation in decision-making.
3. **To be dealt with in a manner that recognizes your individuality** and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. **To receive home and community care services free from discrimination** as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. **A patient who is First Nations, Métis or Inuk** has the right to receive home and community care services in a **culturally safe manner**.
6. **To receive clear information** about your home and community care services in a format that is accessible to you.
7. **To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care plan.
8. **To designate a person to be present with you during assessments**, and to participate in the development, evaluation and revisions to your care plan.
9. **To receive assistance in coordinating your services**.
10. **To give or refuse consent** to the provision of any home and community care service.
11. **To raise concerns or recommend changes related to the services that you receive**, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
12. **To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

**Ontario law requires Home and Community Care Support Services Hamilton Niagara Haldimand Brant to protect the privacy of your personal health information.
For more information, please visit: www.healthcareathome.ca/hnhb**



Patient Responsibilities

Your responsibility as a Home and Community Care Support Services patient is to:

1. Treat Home and Community Care Support Services and service provider staff with courtesy and respect, free from discrimination and harassment (e.g. yelling, name calling, threats). Home and Community Care Support Services will not accept discrimination that violates an employee's rights and safety.
2. Provide a safe working environment for Home and Community Care Support Services staff and service providers by:
 - a. Providing a smoke free environment
 - b. Securing pets during visits
 - c. Ensuring that walkways to the home are well lit and clear of ice and snow
3. Participate in developing and carrying out your service plan to achieve independence and self-managed care.
4. Keep your care coordinator and/or direct clinical nurse informed about any changes to your health status and/or support system.
5. Be available and prepared to receive service.
6. Inform your care coordinator, direct clinical nurse and/or service provider in advance if you are not available to receive service.
7. Inform us of any changes to your contact information and/or treatment address.

Both the patient and Home and Community Care Support Services staff share a joint responsibility to ensure the patient rights are met. However, under certain conditions, the Home and Community Care Support Services staff and/or service provider staff have the right to leave at any time should they feel unsafe.

For more information about home and community care services please visit: www.healthcareathome.ca/hnhb

Contact Us

For more information about long-term care placement or home and community care, please contact your local Home and Community Care Support Services Hamilton Niagara Haldimand Brant office today

- Toll free 1-800-810-0000
- Hamilton 905-523-8600
- Burlington 905-639-5228
- Niagara 905-684-9441
- Haldimand-Norfolk 519-426-7400
- Brant 519-759-7752

You can also visit our website at www.healthcareathome.ca/hnhb

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Home and Community Care Support Services Hamilton Niagara Haldimand Brant is proud to be a Best Practice Spotlight Organization (BPSO) designated by the Registered Nurses Association of Ontario (RNAO)



RNAO

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SPOTLIGHT
ORGANIZATION**

CANADA

**ORGANISME
VELETTE EN PRATIQUES
EXEMPLAIRES**