

HOME AND COMMUNITY CARE SUPPORT SERVICES

North West

Dear Client:

Welcome to Home and Community Care Support Services North West.

A referral for care services has been received on your behalf from:

Your Doctor • A Family Member • Other: _____

You have been assigned a personal Community Care Coordinator who will:

- Assess your health care needs,
- Work with you to develop a plan for services,
- Arrange the health and personal support services for your home,
- Connect you to other resources and services in your community,
- Coordinate/evaluate these services,
- Monitor your progress and adjust your service plan, if necessary.

Enclosed is a copy of the service plan that was developed to outline the home care services that will begin to help meet your personal needs.

Also enclosed is the '*Protecting Your Privacy*' brochure that discusses the information your Community Care Coordinator will be obtaining from you, how this information will be used, and how this information will be communicated to other providers, hospitals and members of your health care team.

Additional information about Home and Community Care Support Services North West and other resources for your review are included in this package.

Please feel free to contact your Community Care Coordinator listed at the top of the service plan, or call our main line at (807) 345-7339 (toll -ree at 1-800-626-5406) if you have any questions, concerns or for further inquiries.

Yours truly,

Home and Community Care Support Services North West Care Coordinator

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Your Rights and Responsibilities

Information and Expectations About the Care and Services You Receive

You have the Right to:

- Be treated in a courteous and respectful manner,
- Be free from discrimination and abuse of any kind,
- Express concerns and ask questions about your care without fear of retribution, coercion or interference,
- Consent or object to any services or care at any time,
- Be treated with dignity and in a way that respects your values, privacy and promotes your independence,
- Request and receive information about your care or services and be provided information regarding the complaints process.

You are Responsible to:

- Understand and participate in the planning and implementation of your services and care,
- Keep your appointments made with your Community Care Coordinator and Service Providers,
- Provide 48 hours notice if you are not able to be available for an appointment,
- Be respectful and courteous to all the people who are involved in your services or care,
- Inform your Community Care Coordinator or Service Providers of any changes in your health condition, address, phone numbers or contacts.
- Provide a safe environment which includes:
 - » securing pets,
 - » ensuring a smoke-free environment,
 - » ensuring walkways and your home are well lit, clear of obstacles, clutter, snow or ice.

Expectations About Your Care and Services

- The Service Provider agency will call to arrange visit times and days.
- The staff may need to attend the visit up to an hour before, or after the scheduled time in order to flexibly schedule and care for as many clients as possible.
- You may not always see the same staff from your Service Provider, but they will be knowledgeable about your care. The number can range from three to eleven staff in your "circle of care", depending on the frequency of your visits and types of service needed.
- Missed visits could occur more frequently when you choose to request only certain staff to care for you.
- If one of your services is Personal Support, then your personal care tasks will be the priority.
- Household management tasks are linked to personal care and will be taken care of if it is in your care plan. Household management tasks include basic tasks which are essential to maintain a safe environment (i.e. clean the bathrooms, mopping, vacuuming, dusting and emptying outdated food in the refrigerator).
- The Provider will call you prior to your scheduled visit to ensure that you are ready and available for them. If you cannot be reached to confirm your visit, then the Service Provider may decide to call the Police to investigate and ensure you are safe and not in any danger.
- If the Provider is unable to make a scheduled visit they will call you and/or your caregiver will notify you and reschedule, if possible.
- From time to time a Service Provider may miss your visit due to unforeseen circumstances.

What's New to Sharing Your Personal Health Information?

Home and Community Care Support Services North West uses a secure electronic system (Integrated Assessment Record-IAR) to share your health information with other health service providers. This allows them to view the information they need to provide you with the services you need.

If you have agreed to share your personal health information, the information in your assessment will be used to:

- Provide health support and services based on your needs,
- Make sure your providers have the most up-to-date and complete record of your health history and needs,
- Help us see where there might be gaps or overlaps so we can provide services where they are most needed,
- Make sure everyone is getting the right support and services.

Privacy and Security of Your Information

The personal health information collected in your assessment belongs to you. The privacy and protection of your personal health information is a priority. The information collected cannot be used for any other purposes without your permission. Also you can be assured:

- Your health information is kept in a secure place,
- Your health information will only be viewed by authorized people who deliver your services,
- All health service providers have signed contracts to keep your information confidential,
- When a person views your information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information,
- Information is stored and/or disposed of according to the law,
- We will investigate any suspected breach or unauthorized access to your personal health information.

What to do if you want to change your consent?

Call the IAR Consent Call Centre at 1-866-909-5600

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Dear Patient/ Family Member

Home and Community Care Support Services North West is interested in hearing about your care experience and your feedback is very important to us.

During the next few weeks, NRC Health (www.nrchealth.com) may contact you to participate in a Home and Community client satisfaction telephone survey. Participation is voluntary and will take approximately 12 minutes to complete. Please note that your answers are completely anonymous and kept strictly confidential and will not have any impact on your current services, or your future services with Home and Community Care Support Services North West in any way. All responses are welcome; positive feedback and areas for improvement.

Thank you in advance for your participation and helping us continue to improve our services to you and the community.

Sincerely,

Brian Ktytor,

Interim Chief Executive Officer, Home and Community Care Support Services North West