



Navigating the Home Care System

Presented to Caregiver Support Group at SVNH
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Nancy Woltjer
VCH Clinical Coordinator
Adult Day Program

Purpose of Today

- To answer questions about
 - Home Care
 - Home Support
 - Adult Day Program
 - Assisted Living
 - Overnight Respite
 - Residential Care

What is Home Care?

- The goal is to promote health in the community with services provided in clinics, in the client's home, or referrals to other community agencies.

Who is Home Care for?

- Home care is for people living in the community with chronic medical problems, or an acute medical problem that makes it difficult to access community resources.
- Home care is for people who are coming out of the hospital and need some follow up to make sure they're managing ok.

Who is Eligible?

- 19 years old and older
- have an acute or chronic medical problem that makes it difficult for you to
 - manage at home or
 - access community resources.

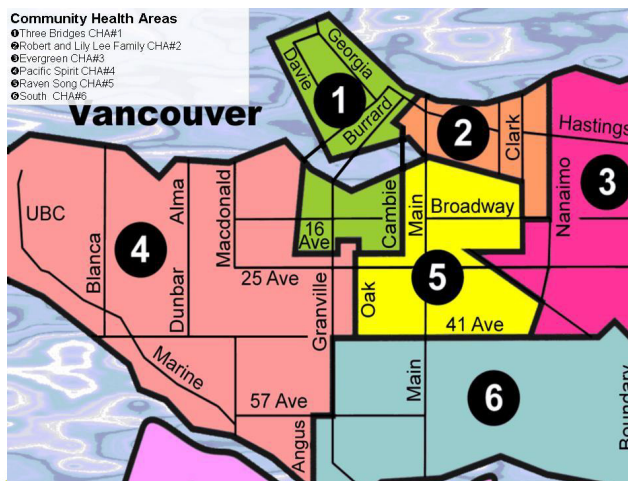
What programs are offered in Home Care?

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|--|---|
| • <u>Home Health</u> | • <u>Long Term Care</u> |
| - Generally short term | - Long term assistance |
| - Can be co-ordinated by first discipline involved | - Coordinated through a LTC Case Manager |
| - Focused on improving function | - May be a fee for Home support depending on income |
| - No charge for short term home support | |

How do I access services in Home Care?

- You can be referred by a health professional, family member, friend, or by yourself.
- In Vancouver, there are different Health Units throughout the city.
- In Vancouver, Central Intake phone number is 604 263 7377
- Do I need a doctor's referral?
Not necessarily. Anyone can make the referral, just call Central Intake.

Where is the nearest office to me?



Does anyone help co-ordinate services?

- In the Home Health Program the first person who sees you is often the person who coordinates services.
- In the LTC program, services are always co-ordinated through a Case Manager.

How does it work?

1. A referral is made
2. A priority is set
3. Home care person is notified

That person will call you to make an appointment to come and see you.

Is there a difference between Home Care and Home Support?

- Home Care is the general program and
 - Home Support is
 - a component of that bigger program. It is a service that is one part of many services of Home Care.
 - help at home with personal care activities such as bathing, dressing, transfers, medication management, etc.
 - provided by an external agency with a contract to Vancouver Coastal Health.

Can I get someone to cook for me and clean my house?

Home support funded through Vancouver Coastal Health Home Health and LTC programs do NOT do housecleaning or cooking.

The most common reasons for referral to Home Support are needing help with personal care activities such as bathing, dressing, medication management etc.

If you can access a community service like Meals on Wheels, Home shopping programs, etc. you are expected to do that.

Do I have to pay for service?

- Home Health

No charge for services

Depending on your age and disability status you may have to pay for long term equipment yourself (or a portion of the cost)

- LTC Program

No charge for medical services (Nsg, OT, PT, Nutritionist, etc.)

Depending on your household income, you may have a daily rate for Home Support. *

Adult Day Program

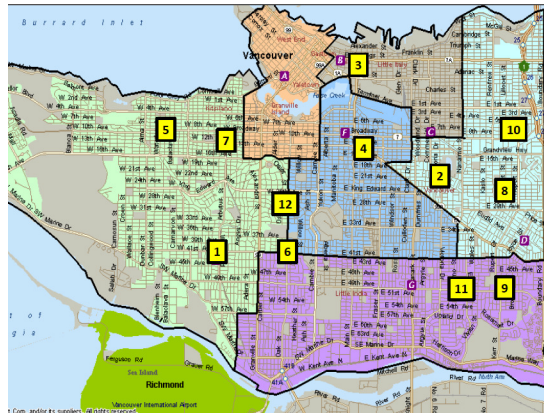
What is ADP

- Adult Day Centers provide a range of programs for clients including;
 - Social Stimulation
 - Health Promotion
 - Therapeutic Recreational Activities

These programs are provided in the context of support groups settings.

Where are they located?

1. ASK Friendship Center
2. Cedar Cottage
3. Chieng's
4. Chown
5. Crossreach
6. L'Chaim



7. New Roots
8. Renfrew – Collingwood
9. South Vancouver
10. Beulah Gardens
11. Health and Home Care BC
12. Youvillage

<http://www.vch.ca/search#k=Adult%20Day%20Programs>

Who should attend?

Suitable Clients

- Require restorative or therapeutic activities
- Struggle to attend programs at conventional community centers
- Care needs can be met in a group setting
- Possess the necessary stamina
- Are capable of participation in Adult Day Program
- Benefit from socialization and connecting with peers
- Qualify for and able to use Handy Dart transportation
- Able to pay the user fee of \$10
- Cared for by family and/or caregiver who is in need of respite

How to make a referral

Contact Central Intake for
Home and Community Care

604-263-7377

Respite Care

What is Overnight Respite

- Caregiver relief is the primary purpose of the Vancouver Overnight Respite Program. The program provides your friend or relative with an opportunity to stay with us while you have a short period of rest and relief, so that you can continue in your role as caregiver upon your return.

Who is the program for?

- Adults living in Vancouver who are currently being cared for at home.
- Caregivers in need of some temporary relief from the emotional and physical demands of caring for a friend or relative
- Guests assessed by a VCH Case Manager
- Guests who are medically stable

Where are these sites located?

The Vancouver Overnight Respite Services are provided at 2 sites

Health and Home Care
Society of BC
Family Respite Center

2711 East 49th Ave
Vancouver BC
V5S 1K3

Ph 604-327-9525

UBC Hospital
Purdy Pavilion
Respite

2221 Wesbrook Mall
Vancouver, BC
V6T 2B5

Ph 604-822-7521

What does it cost?

- Guests pay the Short Term Residential Care User Fee as per Ministry of Health Policy beginning on the date of check – in at the setting.
- Initial stay should be for 2 days so that staff can get to know the guest. Subsequent stays can be a minimum 2 days to a maximum of 30 days per year.

How far in advance can I book a stay?

- Referrals can be made up to 3 months in advance
- For guests with a booked date please contact the overnight respite service provider directly to discuss any questions.
- **IMPORTANT:** if the guest's condition deteriorates or becomes unstable their stay may be cancelled
- Caregivers making travel plans should consider cancellation insurance or have an alternative plan in the event that the guest's condition changes

How do I book a stay?

- Contact your Home Health Case Manager who will do an assessment and collect from you the following;
 - List of currently medications and phone number of your pharmacy
 - Pre Admission Medical Summary*
 - Medical Orders for Scope of Treatment*
 - Signed consent for the Short-Term RC user fee
 - Personal Care Handbook
- If this is your first time booking a stay the overnight respite service provider will invite you for a tour and an initial interview

Assisted Living

What is Assisted Living

- Subsidized Assisted Living is a housing plus health option that provides affordable rental accommodation, hospitality and personal care services to individuals who require this support.
- It is primarily intended for seniors with low to moderate incomes and people with physical disabilities.

Who is Eligible?

- A person may be eligible for Subsidized Assisted Living if they are eligible to receive home and community care services and the following;
 - are able to make decisions necessary to function safely in the Assisted Living Residence
 - are able to semi-independently with support for bathing and taking your medications
 - are able to communicate and be understood by others
 - do not behave in ways that put the safety of others at risk
 - are able to take direction in an emergency and use an emergency response system
 - are not managing well in your home with the available services.

What does it cost?

- Residents pay 70% of their after tax income.
- Couples who are living together in subsidized Assisted Living are charged 70% of their combined after-tax income.
- Residents receiving income assistance and disability benefits pay a set rate.
- Residents with higher incomes pay up to a maximum amount based on comparative private services.

How do I apply?

- Contact your Community Case Manager who will then;
 - Do an assessment of eligibility
 - Provide information about sites
 - Suggest a tour
 - Place your name on a waitlist for interview with staff at your preferred site

It is important to know that final approval for Assisted Living does not occur until after the interview with the Assisted Living provider and the VCH Case Manager

Where are subsidized Assisted Living settings?

VCH has subsidized Assisted Living sites throughout various regions and these are listed in the

Assisted Living Handbook

For an up-to-date listing and photos of existing sites, visit the VCH website at:

www.vch.ca/your_health/health_topics/assisted_living/

What if my needs change?

- Your Case Manager will meet with you and determine if changes in support and adaptations are necessary and available within the limits of Home and Community Care. They may also refer you to another professional for assistance.
- If it is determined that you need a Residential Care facility, your Case Manager will assist you through the process.

Residential Care

What is a Residential Care Facility ?

- Provides for the needs of people who can no longer care for themselves.
- Access to 24 hour professional nursing supervision in a safe and secure living environment, with recreational/social activity programs and personal care (e.g. assistance with meals and with bathing)

Who is eligible?

- Meet citizenship and provincial residency requirements
- Be 19 years of age or over
- Assessed by a VCH Case Manager as needing professional nursing supervision
- Agree to the assessment process and sign a release of financial information
- Accept the first appropriate bed that becomes available in a VCH residential care facility

What is the process?

British Columbia has a standardized approach for access to residential care through the

First Available Appropriate bed

This means people waiting for residential care are expected to take the first bed that becomes available that meets their care needs.

Can I choose where I want to live?

Once you agree to accept the first appropriate bed that becomes available, you will be asked to specify your preferred facility.

VCH makes every effort to accommodate your request but cannot guarantee that you will be able to move to your preferred residential care facility right away.

What will happen when a space becomes available?

If you are in hospital, convalescent care, or at home in the community, you will be notified that a residential care bed has become available.

Move into the facility within 48 hours of notification.

Spaces in publicly subsidized residential care are in high demand, so it is important to move into the facility without any delay.

What happens if I don't want to move to the facility offered?

- You are no longer considered eligible for residential care.
- If you are in hospital you will be discharged and a Discharge Planner or VCH Case Manager will assist in arranging other care options
- If you are waiting at home who do not accept the bed you will be removed from the publicly subsidized residential care facility waitlist

What happens if I move to a facility that is not my first choice?

- If this happens, you can request a transfer to your preferred location.
- Transfer requests are processed in the order they are received
- Wait times are dependent on the length of the transfer waitlist for your preferred facility.
- When an appropriate vacancy comes up at your preferred facility, you can accept the transfer or you may decide that you want to stay where you are

What do I have to pay?

Residential care fees are standardized throughout British Columbia and may be up to 80% of the resident's after tax income, and for this reason, it is important to have filed a current tax return.