



Home Care

Client and Family Information Package

For more information
continuingcare@ahs.ca

Last revised: May 2022



**Seniors Health &
Continuing Care**
Home Care



WELCOME INTRODUCTION

Our Philosophy: Living Better Staying Longer

Alberta Health Services' (AHS) focus is creating an environment where you are able to live at home independently for as long as possible. While Home Care services are most commonly delivered in your home, flexibility exists to deliver services in a variety of other settings.

Home Care is publicly funded personal and healthcare services for clients of all ages living in a private residence or another setting, such as suites in a retirement residence. Home Care philosophy promotes client independence, and supplements care and supports provided by families and community services.

Anyone living in Alberta with a valid healthcare card can receive Home Care services, as long as their needs can be met safely in their place of residence. Home Care provides help with activities of daily living that the client cannot do themselves or cannot get help with from another source; these are often activities that are considered necessary for the client to safely maintain their independence, like personal hygiene or medication management.



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1.

Important Phone Numbers



Home Care Services

Home Care Case Manager: _____

Phone Number: _____

Hours Available: _____

**After Hour Contact Number for URGENT Home Care matters
(cannot wait until the next day):**

If you are in need of emergency medical services, call 911

Please contact the below service provider(s) to reschedule appointment times if you will be unavailable for the appointment.

24 HOURS NOTICE REQUIRED

Service Provided	Name	Contact Number

Back Up Plan

In case care cannot be provided (e.g., extreme weather) who will assist with your care if needed.

Name	Contact Number

2.

Guidelines for Home Care



Partnerships with Clients

Home Care is a program that supports your health and wellness, so you can remain safe and independent in your own home for as long as possible. Your Home Care team is available to help determine your goals, abilities, strengths and needs. Home Care offers both professional (e.g., nursing, physiotherapy) and personal care services (e.g., bathing, dressing) to help meet your goals and needs throughout your lifetime.



A case manager will work with you and your loved one to assess your needs and discuss available community resources.

As your partner in health, Home Care is committed to:

- Treating you, your family and your property with courtesy and respect.
- Taking the time to get to know you and your family, your values and your preferences.
- Talking with you about services that are available, when services can be provided and who will provide the services.
- You and your family are active partners in the creation and updates to your care plan. You can connect with your case manager and discuss your care at any time.
- Discussing any changes to your care plan and supporting you as your needs change or transitions between health settings (e.g., hospital to home).



As a home care client you should know:

- Home care services may be provided within your home or at a community clinic.
- In some areas, Home Care AHS is a partner with agencies who provide support services through trained healthcare workers.
- You may request an appeal (request to review) decisions regarding your care and treatment; appeals should be initiated through your case manager.
- AHS Home care program is supported by Alberta Health (AH) and some services may not be covered by our program. If you would like to receive a specific service, we will connect you with appropriate private services in your area.
- Your needs can be met through a combination of private pay, private insurance, community resources, informal supports and home care services.

Client and Family Rights & Responsibilities

Health services provided in a client's home present unique considerations for clients, families, and healthcare staff.

- Any concerns regarding your services can be discussed with your case manager. If you feel that your issue is not resolved, Patient Relations is offered to you (pamphlet provided in your package.) Visit www.ahs.ca/patientfeedback for more details or call 1-855-550-2555.
- Maintaining the confidentiality of your personal and health information according to the Health Information Act is an AHS priority.
- Criminal record checks are done on all staff.
- Staff must wear an ID badge, we encourage you to ask the staff to show their ID if not visible.
- Staff are required to use at least 2 patient identifiers before they provide care/services. (e.g., home address, name, date of birth, PHN).
- The intake process is adjusted as needed for clients and families with diverse needs such as language, culture, level of education, lifestyle, and physical or mental disability.

To receive home care, you and your family are responsible for meeting the following requirements:	
Smoking of any substances (e.g. Tobacco & cannabis)	All occupants in the home must refrain from smoking in the home for the two (2) hours before, and during, a home visit from any home care provider.
Pet	<p>Animals must be secured for staff and client safety. It is important that pets not interfere with:</p> <ul style="list-style-type: none"> • Medical devices, • Treatments, or • An uncovered wound during treatment/care. <p>If a pet(s) is required for medical reasons to be present during a home visit (includes qualified assistance animals), it must be:</p> <ul style="list-style-type: none"> • Accompanied at all times by someone capable of securing the animal, • Appropriately secured (harness/carry case); and • AHS reserves the right to request a qualified assistance dog's identification from a handler.
Medical Equipment	Medical equipment is maintained in a condition that will not compromise the health or safety of workers, or clients, using or transporting it.
Environmental Risks	<p>Please ensure the following prior to a home visit from a home care provider:</p> <ul style="list-style-type: none"> • Sidewalks free of ice, snow, and debris, • A well-lit entry, • Entry to rural locations are free from snow and debris, • Allow staff to wear inside footwear or foot coverings, • Weapons must be stored securely. • Handle and store medications as directed by home care staff.
Professional Conduct	<ul style="list-style-type: none"> • Treat Home Care and agency staff with courtesy and respect. • Cancel scheduled visits with at least 24 hours' notice when you are not able to keep them. • Tell your caregiver if you have flu-like symptoms such as fever, aches, chills, new cough, vomiting, and/or diarrhea. • Do NOT contact home care team members outside of approved AHS devices or accounts (ex. AHS email, phone or fax). <ol style="list-style-type: none"> 1. Do not contact via social media streams. • Let your case manager know when: <ol style="list-style-type: none"> 1. There are changes in your home that may pose a safety risk to visiting healthcare professionals. 2. Your health or care needs change. 3. You have concerns about your care. 4. There is a change to the decision-making authority related to your care, including Personal Directive/Guardian/Trustee/Attorney/Agent. 5. There is a change to your contact information including address, phone number, or emergency contact person. 6. You are admitted to the hospital. 7. Home care services are no longer required.
Violence & Behaviours	<p>AHS is committed to providing a safe, healthy, and inclusive workplace where everyone is treated with respect and dignity and where diversity is valued.</p> <p>AHS does not tolerate workplace harassment or violence in any setting – client home, Home Care clinic, or another setting where care is provided.</p>

3. Home or Clinic Visit



The goal of Home Care is to provide services that will assist clients to remain as independent as possible within their homes for as long as possible. This assistance can be provided by health care aides or healthcare professionals (RN/LPN/PT/OT/SW) in many environments including: a home environment, at a home care clinic, or in another location as required.

- To maximize independence, the client and their family/caregivers are taught to manage care on their own with support from health professionals.

Alberta Health Services recognizes that each client scenario is unique, which means that each client will have a conversation with their case manager to determine the care environment that is most appropriate for care needs and client abilities.

Who attends Home Care clinics?

- Clients who can safely leave their home to attend appointments (e.g., to see your doctor), conduct errands, grocery shop, attend work, etc., may be asked to have care provided at a Home Care clinic.
- The Home Care clinic will schedule visits at a mutually agreed time that works for unique care needs (within operational hours).
- If care is provided in a home environment and client care needs change, clients may be asked to come into a Home Care clinic for care, or vice versa.

The reasons for clinic visits include:

- Clients have greater flexibility with scheduling appointment times.
- Resources and supplies are easier for home care professionals to access.
- Better time management for clients and home care professionals.
- Allows for greater efficiency in care; i.e., nurses and other health professionals are available to provide/deliver care to clients under one setting.

What happens if a client can attend a clinic but chooses not to attend?

- Clients may choose to discuss other care options with their case manager.
- Clients may choose to make other care arrangements and be discharged from AHS Home Care.
 1. Names and phone numbers of private home care agencies can be found online or will be provided by the Home Care case manager.

Your
health
information
is
collected
and
protected
under
Alberta's
**Health
Information
Act**



Alberta Health Services (AHS) respects your confidentiality and privacy. Your information is collected, used, disclosed and protected according to the provisions of provincial and federal legislation.

Your health information is collected by AHS in accordance with section 20 of the *Health Information Act* (HIA). The purpose of this collection is primarily for:

- providing health services
- determining eligibility for health services
- processing payments for health services
- conducting research
- providing for health services provider education, and
- internal management purposes.

Information will be collected directly from you, except in the limited circumstances where we are authorized by the HIA to indirectly collect such information.

Questions related to the collection and privacy of your information should be directed to:

Chief Privacy Officer
Information & Privacy
10301 Southport Lane SW
Calgary, AB T2W 1S7

Telephone: 1-877-476-9874
Email: privacy@albertahealthservices.ca

4.

Online Home Care Resources



For the most up to date information please visit the following websites. If you require anything to be printed off please speak with your case manager.

- **Emergency Preparedness:** <https://www.alberta.ca/emergency-preparedness.aspx>
- **Personal Directives:** <https://open.alberta.ca/publications/personal-directives-choosing-now-for-the-future>
- **AHS Home Care:** <https://www.albertahealthservices.ca/cc/Page15488.aspx>
- **AHS Continuing Care:** <https://www.albertahealthservices.ca/cc/Page15328.aspx>
- **AHS Patient Relations:** <https://www.ahs.ca/patientfeedback>
- **Patient Relations brochure:** <https://www.albertahealthservices.ca/assets/info/pf/if-pf-pc-if-brochure.pdf>
- **Cover your cough:** <https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-cover-cough.pdf>
- **Safer Together a Safety Guide:** <https://www.albertahealthservices.ca/assets/info/pf/pe/if-pf-pe-safer-together-brochure.pdf>

The full admission package is available via email – please contact your case manager if you want a digital copy.

Do you have any questions I may not have answered? Is there anything you are unclear on? Remember, if you have any questions or concerns, you can always contact your case manager.

