

INTERLAKE-EASTERN REGIONAL
HEALTH AUTHORITY

Home Care Services Client Guide



HOME CARE SERVICES

The Interlake-Eastern Regional Health Authority (RHA) is committed to providing quality care and services to all clients in a safe and caring environment. Home Care services are intended to supplement the role of family and/or informal support network in the provision of care in the community, not replace it. Home care focuses on client centred care and your input is valued.

The following guide is to provide the client and family an overview on Home Care services. The information contained within will provide you with a better understanding of what you can expect from Home Care and some aspects that require your attention and input such as policies and guidelines. If you have a question or concern about the care or service you receive, please contact your Home Care Case Coordinator as identified on the business card inside of your information folder.

Home Care Client Bill of Rights

All clients who receive Home Care services in the Interlake-Eastern RHA have the right:

- To privacy and confidentiality in the care and management of their health information.
 - To be informed of the Home Care services and other community resources available to them.
 - To be involved in the care assessment and the planning of their care.
 - To be informed as to the services provided, frequency of services and the assigned service providers.
 - To refuse services and treatments.
 - To be informed of the consequences of their choices including the consequences of refusing services.
 - To expect reasonable continuity of care.
 - To be treated with courtesy and respect and to have their property treated with respect.
 - To be cared for in an environment that promotes client safety and quality care.
 - To be cared for by people who are trained and skilled (competent) to perform their duties.
 - To be informed of their responsibilities regarding their conduct.
 - To be assessed for services in a timely manner.
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SECTION 1: RESPONSIBILITIES

Teamwork in healthcare is vitally important to client care and safety. The better each team member is able to work together, the better they are able to provide the best quality care possible. Interlake-Eastern RHA Home Care considers each client and their family as members of the multi-disciplinary team. Below are each individual's responsibilities.

1.1 Home Care Services:

- Ensure a safe working environment for Home Care staff.
- Ensure all staff comply with the Home Care Client Bill of Rights. *(page 1)*
- Meet requirements and obligations as outlined by Manitoba Health and Healthy Living's policies. These policies and guidelines provide direction to Home Care about who is eligible for service, as well as what services and levels of service can be provided.
- Promote client health, safety and independence.
- Inform clients of the process for resolving concerns and complaints.

1.2 Home Care Team Members:

Our team consists of a number of professionals focused on supporting you in the community such as the Director, Clinical Team Managers, Case Coordinators, Resource Coordinators, Scheduling Clerks, Home Care Attendants, and Home Care Nurses just to name a few. Below you will find a few specific responsibilities regarding 3 of our common office roles in Home Care.

Case Coordinator (CC):

- responsible for the coordination and delivery of your home care service.
- receives referrals and proceeds with case assessments to determine eligibility, assesses need for care at home, personal care home or alternatives.
- works closely with family and other health care team members to provide optimum health care to the client while providing professional intervention where appropriate and maintains ongoing management of cases.
- **Call your CC for any questions related to your care plan including changes to your overall health, medication changes, mobility, etc.**

Resource Coordinator (RC):

- responsible for the recruitment, orientation, supervision and evaluation of Home Care Attendants (HCA).

- supervises and ensures the efficient delivery of services to Home Care clients by coordinating HCAs in accordance with programs standards, policies and care plans developed by the Home Care Case Coordinator.
- **Call the RC for any HCA staffing concerns or requests to move your visit time permanently.**

Scheduling Clerk (SC):

- performs various office functions including coordinating and maintaining scheduling for the Home Care clients and staff.
- collaborates with the Resource Coordinators and Case Coordinators functioning as an integral part of the health care team.
- **Call the SC for any questions related to your schedule, including short term changes such as cancellations.**

1.3 Home Care Attendants (HCA) and other staff members:

(such as Direct Service Nurses, Occupational Therapists, Physiotherapists)

- Maintain confidentiality at all times.
- Will ensure the client's care plan is followed as created.
- Work with clients, families and caregivers to follow up on concerns or complaints.
- Are expected to report workplace health and safety issues, changes in client's health and/or living conditions and any situations that affect the plan of care.
- Have identification badges present at all times.
- Wear proper footwear while in a client's home to prevent injury (a clean pair of indoor shoes).
- Complete proper hand hygiene and follow applicable precautions when required.

1.4 Client and Client Contacts

Home Care Client/Family/Caregivers will:

- Be actively involved in making and updating the plan of care.
- Accept responsibility for any cost of emergency transportation (ie. ambulance) if Home Care staff must summon help while they are in your home.
- Plan for times when service cannot be provided (back up plan). This includes being prepared for adverse weather. *(see Section 3.4 for more details)*
- Ask for the information necessary to make informed choices about their plan of care.

- Follow the care plan as created. Additional services may be requested to the CC for implementation if appropriate based on the re-assessment.
- Inform their CC of changes in health or home situation.
- Treat Home Care staff with courtesy and respect regardless of race, religion, values, color, age, gender, sexual orientation or national origin.
- Ensure a safe working environment for Home Care staff. Staff require a place to wash their hands, may require access to a phone, and/or may require the washroom.
- Ensure the necessary supplies and equipment are available and safely stored, including medications for those clients receiving medication supervision services. *Further detailed information included in Section 3.3.*
- Ensure the Home Care office is made aware when the client will not be home to receive the scheduled service. For example, away at a doctor's appointment.
- Follow the process for resolving concerns or complaints. *Further detailed information included in Section 3.8.*



SECTION 2: WORKPLACE HEALTH & SAFETY

In accordance with Manitoba's Workplace Safety Legislation, Interlake-Eastern RHA has a responsibility to ensure a safe working environment for its staff and clients. When service is provided in your home, your home becomes the work place. A safety assessment will be done regularly. You may be required to make simple changes to your home to ensure everyone's safety. Below are some of the requirements:

- Home entrance must be clear and easily accessible.
- Steps and walkways must be clear of snow, ice and other obstacles and in good repair to prevent injury.
- Entrance must have good lighting for safety during evening hours.
- Inside your home, easy access to areas where your services will be provided.
- Staff members are **not permitted** to enter your home when you are not there.
- If you are unable to come to the door to allow staff to enter, arrangements may be made with your CC for alternate access.

Client Requirements:

1. PERSONAL SAFETY OF HOME CARE STAFF

- Verbal abuse, physical abuse or sexual harassment will not be tolerated.
- Service will be withdrawn if a client is abusive to a worker. A new reassessment will be required before services will be reinstated.
- Families/caregivers will relieve workers when requested to do so if a client becomes abusive or unmanageable.
- Families/caregivers will ensure that incompetent clients do not have access to potentially harmful items (knives, guns).
- Families/caregivers will ensure current client contacts and phone numbers are available to staff.

2. PHYSICAL HAZARDS

- Clients and families/caregivers will restrain pets indoors and outside during provision of Home Care services.
- Clients and families/caregivers are responsible for having all faulty equipment repaired as soon as possible.
- Clients and families/caregivers are responsible for providing liquid hand soap and paper towelling for Home Care use.
- Home Care staff are only authorized to do lifts and transfers they have been taught (per Interlake-Eastern RHA policy & procedures) to minimize the risks of injury to the client and/or staff.

- Clients and families/caregivers are responsible for ensuring that the home heating system is safe and in proper working condition and that a comfortable temperature is provided in the home for Home Care staff.
- Clients and families/caregivers are responsible for disposing of the garbage on a regular basis.
- Clients and families/caregivers are responsible for managing any pest infestation in the home.
- Clients and families/caregivers are responsible for ensuring adequate lighting indoors and out.

3. ENVIRONMENTAL HAZARDS

- Clients and families/caregivers will provide a plug-in for workers during winter months.
- Clients and families/caregivers are responsible for ensuring that driveways, walkways and home entrances are accessible to workers.
- Families/caregivers are responsible for providing a client's care if a worker is unable to come or must leave early due to dangerous driving conditions.
- Clients or families/caregivers will ensure that all the house exits are clear in case of fire.
- Clients or families/caregivers will refrain from smoking one hour prior to and while the workers provide service in the home.
- Clients or families/caregivers will refrain from the use of alcohol or illicit drugs while the workers provide service in the home.
- Clients or families/caregivers will comply with safety guidelines if oxygen is in use in the home.



SECTION 3: POLICIES AND GUIDELINES

3.1 Safe Management of Pets

Interlake-Eastern RHA's goal is to ensure all employees working in a client's home have the benefit of working in a safe and healthy environment. Pets may present a potential hazard to employees and therefore warrant special removal and consideration.

The client and or client's family must:

- Ensure the pet is placed in a separate room/space/area from the employee's working space prior to the employee's visit and remains away from the proximity of the employee through the entire duration of the visit.
- Ensure pets in the yard are restrained prior to the start and end of the visit so employees can safely get to and from their car and the house without coming in close proximity of the animal.
- Ensure all pet toys and pet supplies are put away to prevent tripping hazards.
- Ensure that pet excrement is appropriately cleaned up and contained to not create a workplace safety and health issue for Home Care employees; i.e. cleaned off the floor to ensure no chance of slips and falls.
- This includes **ALL** animals/pets such as dogs, cats, birds, reptiles, and other small animals in the home. This does not include service animals.



3.2 Smoke and E-Cigarette Vapour Reduction Environment

Second hand smoke is dangerous. It contains more than 50 chemicals that are known or suspected to cause cancer and also increases the risk of heart attack and stroke.

Interlake-Eastern RHA is committed to protecting our workers from the dangers of second hand smoke.

Clients, family members, caregivers and workers are expected to refrain from smoking (this includes all forms such as tobacco, e-cigarettes as well as medical cannabis), while service providers are carrying out their duties in a client's home **up to and including an hour prior** to the scheduled worker visit.



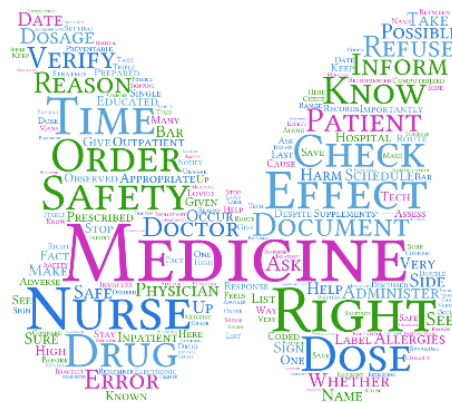
3.3 Medications/ Medication Supervision

The goal of Home Care Medication Supervision Services is to ensure that medications are provided to you in a timely fashion, in the safest way possible. With this in mind, these practices below facilitate communication and help ensure that your medications are provided safely. Medication supervision is a task in which home care assists you with the medications prepared in your blister pack from your pharmacy professional.

- Home Care Attendants will only help with pills that are packaged in blister packs. They are not allowed to give medications from pill bottles directly.
- Home Care staff will ensure the right medication is provided to the right client by confirming client's identity. Please place a current photograph of the client in the medication folder for staff to refer to.
- The HCAs are not trained in medications and cannot identify or recognize the pills or answer questions about side effects. Your pharmacist will have given you information regarding the medication(s) you are taking. If you are unsure about a medication, please contact your pharmacist or your doctor.
- It is the client or caregiver's responsibility to order and reorder medications and have them available for the HCA visits. We strongly encourage you to plan ahead and reorder your medications when starting your last blister package. If a

medication should change, the pharmacy must make the changes to the blister pack. **Please do not alter the blister pack in any way.**

- HCAs will only assist with medications as instructed by the CC or the Home Care nurse. If there is a change in your medication, you will need to communicate this to the CC. A nurse or CC will confirm the changes in the blister pack prior to continuation of medication supervision. **Until this is done, family may need to help with the medications.**
- HCAs that are assisting with medications must sign a Medication Supervision sheet as a record of the task being completed. These Medication Supervision sheets are for the HC staff use only. Family should not write on these sheets, as they are a legal part of the Home Care file.
- HCAs have been directed, if they find a pill outside of your blister pack, to secure this pill in an envelope or container and leave it in a secure location for the client or caregiver to dispose of. They are not able to place these pills back into the blister package and are also not able to alter any medication in the blister packages.
- You must be available at the scheduled time of the visit. **If you are not available, the attendant will not return later.** If you are away on outings or at appointments, family/caregivers are responsible to provide your medication for you, even in Supportive Housing. If you are not home, the HCA is expected to notify the office and your contact person to inform them that they were unable to help with the medications, as you were not home. Family would then be responsible for checking into this and assisting you if needed.



Medication Ordering

- We strongly encourage you to plan ahead and reorder your medications when starting your last blister pack.
- If a medication should change, the pharmacy must make the changes to the blister pack.
- **Please do not alter the blister pack in any way by yourself.**

Medication Check

- If the medications do not seem to be correct it is your responsibility to contact the pharmacy.

Changes to your medication

- HCA's are not able to provide medications that do not match the medication record.
- **HCA's cannot provide any medication support until your CC has been notified and your medication record has been updated.**
- **Until this is done your caregiver will be responsible for supporting you with your medications.**

Medication Location

- Medications need to be stored in the agreed location.
- **Medications may need to be kept in a lock box- your Case Coordinator will discuss this with you.**

Time of Visit

- Please be home at your scheduled visit time.
- If you are not available the HCA will **not** return at a later time.
- **If you have missed your scheduled visit time you or your caregiver will be responsible for your medications until the next HCA scheduled time.**

3.4 Adverse Weather

Home Care clients in cooperation with their CC have a responsibility to plan for times when Home Care services cannot be provided. Please be aware that Home Care makes efforts to ensure that your services are not interrupted. Your CC will review your back-up plan with you on a regular basis.

How can you plan for SEVERE WEATHER?

- Do you have enough of your regular medications to last a few days?
- If you are dependent on oxygen, is your back up tank ready?
- If a power failure is possible, keep electric beds in the low position.
- Do you have a flashlight in case of a power failure? Do you have a portable radio so you can listen to announcements? Extra batteries?
- Do not use electric recliners or at minimum, keep them in the upright sitting position. If electric lifts are used for your care, keep all batteries fully charged. If the battery is low, do not use it.
- Do you have some easy-to-prepare and non-perishable food and fluids in your pantry? Some suggestions include: peanut butter, crackers, juice, food in tin cans, and a hand operated can opener.
- Think about who you would call to help you if your heating system does not work. Is there someone you know that you could stay with if needed?
- Do you have enough personal care supplies (e.g., continence pads) to last you for an extra week if deliveries are delayed?
- Have you made plans to have your sidewalks maintained free of snow to assist with accessing your home?
- If you or your family have access to the internet, here are some sources of information about emergency preparedness:
 - Safe Canada – www.safecanada.ca
 - Manitoba Emergency Measures Organization (EMO) – www.gov.mb.ca/emo/
 - Manitoba Seniors and Long Term Care - <https://www.gov.mb.ca/seniors/>



3.5 Equipment

A health care professional may recommend equipment to improve your independence and promote safety for you, your caregivers and our staff. Certain equipment is required for safe care. Some equipment may be available on loan through Home Care Services. You may have to buy some items from other suppliers.

If a health care professional has recommended equipment:

- They will discuss with you arrangements for pick up, delivery or purchase of equipment.
- If the equipment is not available in your home or is not safely installed, staff may not be able to provide the required care.
- Home Care staff must use required equipment when helping you with your care.

Based on eligibility, some equipment is available on loan from Home Care including:

- Electric lifts;
- Hospital beds, including mattresses and bed rails;
- Commode chairs;
- Special sleep surfaces;
- Mobility aids such as sliders.



Your responsibilities with equipment on loan from Home Care:

Typically, equipment will be delivered to your home. If equipment is being delivered to your home:

- Generally, equipment is delivered Monday to Friday, please make arrangement to accept the delivery.
- Someone must be available in your home to receive the delivery. You will receive a phone call to confirm the day and time of delivery. If no one is available to accept the delivery, your name will go on a waiting list for the next available delivery time.
- Clear a space for the equipment to be set up before delivery.
- Keep equipment in good working order and call your CC to report any problems. Interlake-Eastern RHA will maintain or replace equipment as required.
- Notify your CC before moving equipment to another address.

- This equipment is on loan to you, Home Care Services pays a monthly rental fee for your required equipment. Therefore, it is very important the equipment is returned promptly when you no longer need it. **When equipment is no longer needed, call your CC to arrange for return.**

Equipment not provided by Home Care Services

You may be asked to provide or buy the following pieces of equipment:

- Bathroom equipment e.g., bath seat, rubber mat, grab bars, bath lifts, raised toilet seats, over arm toilet bars, bedpans and urinals.
- Walking and transfer aids e.g., walkers, canes, crutches and wheelchairs.
- Other aids such as transfer poles, transfer belts, handrails and chair lifts.



3.6 Supplies

Home Care may provide supplies based on eligibility determined by the Home Care CC or nurse. Some examples of these supplies are:

- Disposable gloves;
 - Must be worn by Home Care staff anytime they might have contact with blood or other body fluid (including helping you with toileting, washing your genital area, cleaning toilets, bedpans, urinals, commodes, urine bags, pouches, etc.).
 - May also be worn during some types of wound care.
 - Gloves required for personal care are provided by Home Care (no cost to you). Home Care supplied gloves are only meant for Home Care staff, if you require gloves, please discuss with your CC for suggestions on where to purchase.
- Wound care products.
- In some instances, bladder and bowel management products.

To re-order your supplies, contact your CC or nurse about one week before they run out. You may be asked to arrange pick up of supplies, if possible. You will be given information about when and where to pick up the supplies.

Supplies that Home Care does not provide

You may need to provide the following supplies which Home Care Services does not provide:

- Supplies to assist with medications (e.g. eye guides, spacers for puffers, locked boxes);
- Diabetes care supplies;
- Therapeutic stockings and rubber gloves for application;
- Household maintenance items (e.g. cleaners, sanitizing agents). Your CC or nurse may provide some information about where to buy these items.



3.7 Back Up Planning

A back-up plan is a plan that you and your CC develop to cover situations when regular Home Care services are not available. Your plan may include any of the following:

- Family or support network providing all or part of the service for a short time;
- No service for a short time;
- Hiring private services for a short time.

Your back-up plan is put into action when Home Care does not have a worker available for your scheduled service, or:

- When you have needs that require special training for staff and a trained worker is not available to meet those needs.
- When severe weather prevents staff from getting to your home.
- When there are events that prevent staff from going to work such as transportation issues, work stoppages, or staff illness.



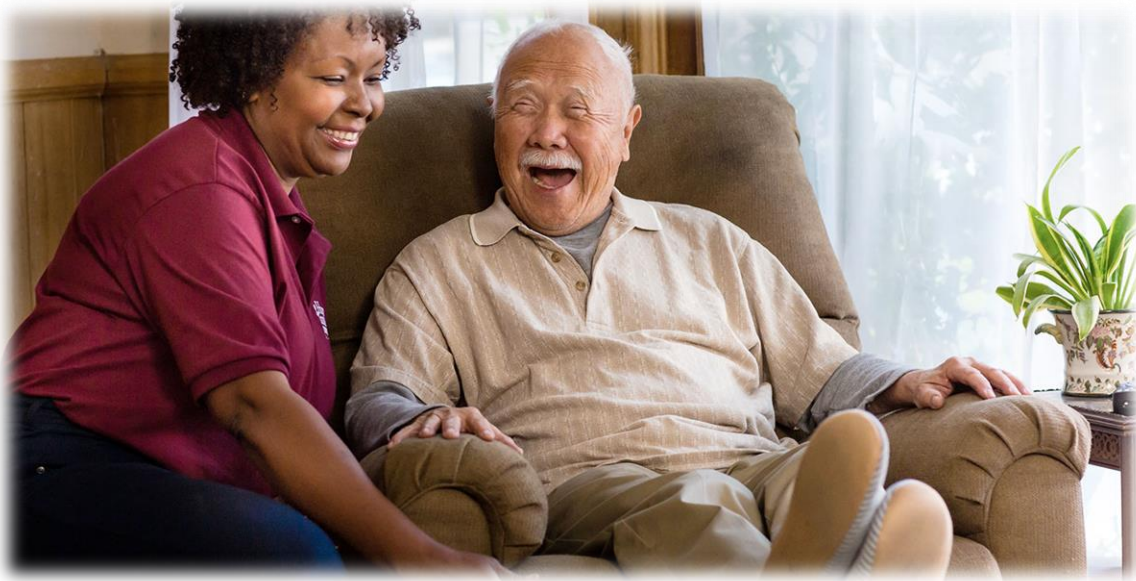
3.8 Consumer Comments/Complaints

The Interlake-Eastern RHA welcomes participation from community members or clients and facilitates opportunities for communication. Interlake-Eastern RHA shall process and address all consumer compliments, complaints or comments in an efficient and timely manner. Consumer comments will be monitored and evaluated as a key component of the Quality & Risk program.

The objectives of the Consumer Concerns process are:

- To assign a high priority to consumer concerns by providing investigation and resolution of concerns that have impacted, or perceived to have impacted, the quality of care and service provided to our clients.
- To provide a mechanism to receive compliments and/or complaints directly from patients and families.
- To make recommendations regarding improvements in procedures, practices or corrective actions that can be expected to resolve identified problems or reduce them to an acceptable and manageable level.
- To monitor and communicate trends in consumer complaints.

If you have any questions, or comments regarding your care, please reach out to your CC, we will do our best to address your concern.



3.9 Manitoba Health Appeal Board

The Manitoba Health Appeal Board is an independent arms-length body established by The Health Services Insurance Act, intended to provide residents of Manitoba with an independent appeal process when they are not satisfied with certain decisions involving financial or operational matters in the health care system.

Decisions which deny access to a home care service for existing or potential clients may be appealed. This includes the nature or type of service, amount of services offered by the program or the model of service delivery.

Please discuss your concern with your Case Coordinator, Clinical Team Manger and/or Home Care Director. If your concern cannot be resolved you have the right to contact the Manitoba Health Appeal Board.

Case Coordinators will encourage dissatisfied clients to bring their concerns forward to the:

The Manitoba Health Appeal Board
Room 102 (Main Floor) - 500 Portage Avenue
Winnipeg, Manitoba R3C 3X1
Telephone: 204-945-5408
Toll Free: 1 (866) 744-3257
Fax: 204-948-2024 Email: appeals@gov.mb.ca



3.10 Reduce Your Risk of Falls

Our bodies naturally change with age and these changes affect the way we feel, move, and behave. A fall can have a devastating and lasting impact on a person, resulting in injury, chronic pain and a reduced quality of life. Even without an injury, a fall can cause an older adult to lose confidence and reduce their activities. The good news is that there are actions you can take to prevent falls. Your CC will work with you to review any potential risk factors related to falls.

3.11 COVID-19 Prevention

Over the past year, Manitoba's health system has participated in a slow and gradual return toward normal pre-pandemic operations. As of May 10, 2023 masking requirements across Manitoba's health-care system will be lifted in most acute, long-term and community settings such as Home Care. The changes in masking requirements are based on advice given by infection prevention and control experts and reflect the changes we've seen with virus transmission in our province over the past year.

Even though masks and goggles are no longer mandatory for Home Care staff, staff will continue to complete a pre-visit client screen to determine the appropriate personal protective equipment for each visit. Based on the screen, staff may choose to wear personal protective equipment (mask, gloves, gowns, goggles, etc.) for yours and their safety.

In addition, clients are welcome to ask their home care staff to wear a mask at any point. For more information on how to protect yourself and your family please visit www.sharedhealthmb.ca/covid19/



We are committed to providing quality care and services to all clients in a safe and caring environment. If you have any questions/concerns about the care or service you receive, please contact your Case Coordinator or the Clinical Team Manager.

If you are not sure who to connect with please call our Home Care Administration Monday to Friday 8:00-4:00pm at 204-785-7537 to assist you.



HOME CARE – PHARMACY CLIENT CONSENT FORM

I, _____ hereby give my informed consent to the
(client name)

Home Care Program in _____ to contact
(town/area)

(pharmacy name & address)

to obtain a current list of the prescription medications I am using.

Client

Date: _____

Print name: _____

Signature: _____

Family signature: _____

Home Care Representative

Date: _____

Print name: _____

Signature: _____

Title: _____

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I hereby acknowledge I have received the Home Care Services Client Guide and have understanding of the information shared today. I also understand the Workplace Safety Rights and Responsibilities outlined and recognize that my failure to adhere may result in withdrawal of services.

Client Signature/ Family Designate

Date

Case Coordinator Signature

Date

*Original to be placed in client chart.