

Tłıchọ Community
Services Agency

Regional Homecare Program



Serving the communities of Behchokò,
Gamètì, Whatì and Wekweètì

**Information for
clients and caregivers**



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Prepared by:
Regional Homecare Program
Tłıchq Community Services Agency



Mission

- Clients and families will participate in their own care as much as they can.
- Individual rights will be respected.
- Traditions and culture will be respected.
- Clients will have the choice to accept or refuse services.



Goals and Objectives

- To prevent or delay admission to hospitals or long-term care facilities.
- To coordinate care based on collaborating with existing services both within and outside the Homecare program.
- To teach skills to the family so they will be better able to care for their loved ones.



Services Available

- Home Support Services, including bathing, personal hygiene, cooking light meals and light housekeeping.
- Medication Management
- Foot Care
- Recreation
- Home Nursing Services
- Elders' Day Program



Services Provided By

- Home Support Workers
- Registered Nurses
- Medical Social Worker
- Recreational Therapist
- Homecare Coordinator
- Occupational Therapist
- Physiotherapist
- Clerk/Interpreter





Important Information

Gifts, Loans and Tips:

Homecare staff will not accept money, gifts or loans from a client. If a client wishes to give, he/she can make a donation to the program of their choice within our services. Clients are not expected to provide meals to the Homecare staff.

Alcohol:

Homecare staff will not, under any circumstances, buy alcohol for a client. If the Homecare staff find a client/family member intoxicated, the staff will leave the home and will report this to the Homecare Office.

Home Nursing Care Program:

A Nurse is available to provide nursing services in the community to individuals with medical and/or surgical needs.

Medications:

Home Support Workers do not handle or administer medications unless pre-arranged with the Homecare Nurse. The Home Support Worker cannot give a client over the counter medications.

Backup Plans:

The client must provide, to the Homecare Office, a person to contact in an emergency.

Cleaning Supplies:

Clients are responsible for providing their own cleaning supplies, including dish soap, laundry detergent, bleach, Mr. Clean, etc.

Client Keys:

Clients are not to give Homecare staff their house keys. Clients must be present in the home for service to be delivered.

Safe Environment:

Homecare staff is entitled to work in an environment free from physical danger and any type of harassment. Firearms must be secured as per current firearms legislation.

Laundry Services:

If laundry is done outside of the home, the items to be washed will be picked up on Wednesday (Behchokò only). Only items belonging to the client will be laundered.

Statutory Holiday:

If a statutory holiday falls on a day you normally receive service, the Homecare staff may not come until your next regular day of service. If you require service on a holiday, please contact the Homecare Office.

Rehab:

Rehab exercises, massage and other activity programs are not to be done by a Home Support Worker, unless the worker has been trained to do them by the OT/PT or Homecare Nurse.



Service Plans:

A copy of the service plan is left in the client's home. This outlines the task and activities that may be provided by the Homecare team. Whenever there is a change made in service the client receives a new copy of the service plan.

Assignment of Home Support Workers:

When eligibility is established for Homecare services, the Homecare Coordinator, or designate, will establish which Home Support Worker will be assigned to a client. The worker is chosen according to availability, suitability, skills, experiences and geographical location. Please note that we may have both male and female Home Support Workers and they are all well trained and able to provide personal care for any of our clients.

Monitoring Client Services:

Changes in client's needs and service plan will be addressed by visits/calls from the Homecare Nurse or Homecare Coordinator. Please do not ask your Home Support Worker to perform tasks which are not included in your service plan agreement.



Communication:

It is important that any concerns, changes to service, hours, etc. be directed through the Homecare Office. If you are unable to reach someone at the office, leave a message and it will be responded to as quickly as possible.

Travel Time:

Travel time is included in the client's hours so the Homecare staff (depending on where he/she has to go) can leave up to 10 minutes early to get to the next client on time. If the Homecare staff is more than 15 minutes late, please notify the Homecare Office.



Equipment Maintenance:

The client is responsible for maintaining and ensuring that equipment and the environment of the home is safe and in good working order. Homecare staff are trained in safe ways of working on site and in clients homes. The TCSA Homecare team is not responsible for damage to equipment.

Smoking:

Homecare staff will not smoke in a client's home. Clients and family members are not to smoke while staff is in the home. Our organization must operate under WCB regulations that prohibit smoking by the client in their home for one hour before a visit and during the visit.



Clients Responsibilities

- I agree to enable (allow) the implementation of the service plan.
- I will notify the Homecare Office 24 hours in advance when service is not required. If I fail to notify the Homecare Office on five occasions my service may be terminated.
- I will provide appropriate cleaning supplies to clean the bathroom, kitchen and floors. All products must be in their original bottles.
- I will look after any pest control problems.
- I will ensure any firearms are locked up and stored according to firearms legislation.
- I will maintain a safe working environment for the Homecare staff.
- I am aware that services will only be provided to clients accepted into the Homecare program. This means services will not be provided to family members or friends living in the client's home.
- I will treat the Homecare staff with courtesy, dignity and respect.
- I am aware that I must be home in order to receive services.

- I will report any changes in address, phone number, doctor or contact person to the office.
- I will call, or get someone else to call, if I am admitted to hospital or being discharged from hospital so Homecare services can be discontinued/resumed.
- If I have a concern with a Homecare staff member I will discuss the concern with that worker. If problems cannot be solved, then I will contact the Homecare Coordinator. I am aware that each staff may do things differently, and it is up to me to explain how I like things done in a way that is workable for everyone.
- I acknowledge that Homecare staff are not to sign/witness any legal documents or assist with any business matters.
- I am aware that I am not permitted to call the Homecare staff at their private homes. All phone calls must go through the Homecare Office/Health Centre.
- I am aware that a backup plan needs to be in place in case Homecare staff is unable to provide services.
- I will place pets in another room during the Homecare staff visits.
- I will not discuss other clients with the Homecare staff.



Your Personal Schedule

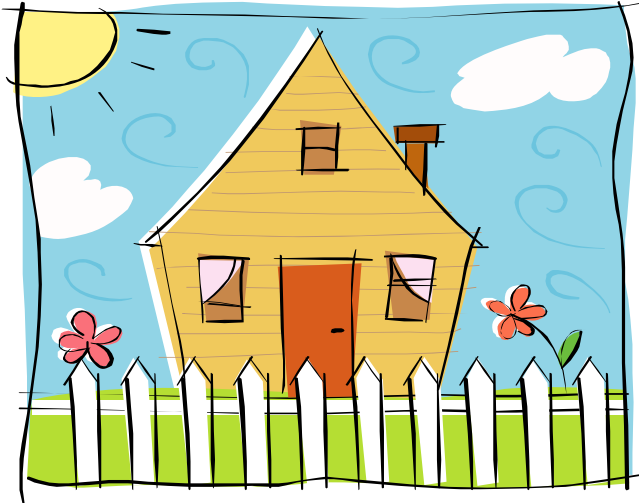
You are scheduled to receive service on:

Day of Week _____

Time _____

If you will be away please call the Homecare Office

At _____





Contact Numbers

Behchokò

Health Centre	(867) 392-6075
Homecare Office.....	(867) 392-6924
Police – RCMP.....	(867) 392-1111
Social Services.....	(867) 392-3005
Wellness Centre.....	(867) 392-6777

Gamètì

Health Centre	(867) 997-3141
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Whatì

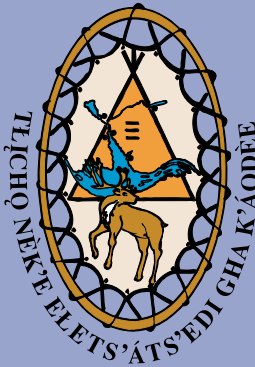
Health Centre	(867) 573-3261
Police – RCMP.....	(867) 573-1111
Wellness Centre.....	(867) 573-3042

Wekweètì

Health Centre/Lay Dispenser	(867) 713-2904
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Other

NWT Seniors Society	1-800-661-0878
Tele-Care NWT.....	1-888-255-1010



For Information Contact:

Bag #5
Behchoko, NT
X0E 0Y0

Phone: 867-392-6924

Fax: 867-392-6612