

Subsidized Home Care Services

Chilliwack Home Health, Fraser Health is a home and community care service that provides health care and support services for eligible residents who have acute, chronic, palliative or rehabilitative health care needs. Short-term support helps recovery from a hospital procedure or condition. Long-term programs provide ongoing care to promote independence at home. Services include:

Personal Care (e.g. bathing, toileting, feeding and/or grooming);

Home Health Clinics, available in the community, providing wound care, administering intravenous antibiotics, and also offering rehabilitation or social work consultation and group education on a chronic health condition;

Community Care Professionals who work closely with community doctors to support seniors and individuals with complex functional and care needs;

Did You Know...

- Seniors who have had one fall are at twice the risk of future falls
- 90% of hip fractures are due to falls
- 40% of long-term care admissions are fall related

Fall Prevention, Fraser Health

Ways to Prevent Falls

- Improving your mobility and balance
- Increasing your physical activity and muscle strength
- Following the Canadian guidelines for Calcium and Vitamin D
- Having regular vision check-ups and correcting vision problems
- Reviewing your medications with your doctor or pharmacist
- Reducing trip and slip hazards in your home or outdoors

*Key Ways to Prevent Falls,
Government of British Columbia*

- **Licensed Home Care Nurses** who provide medical treatment, health education, and referrals to other home health and community services;
- **Caregiver Respite** which provides caregivers a much-needed break from the emotional and physical demands of caring for a relative or friend; and
- **NetCare at Parkholm Place**, a day facility for seniors and seniors with disabilities, offering comprehensive health care, rehabilitation, and social support to seniors who live at home but are at risk of decline and admission to hospital or a residential care center if support is not provided.

Eligibility

For Home Health Care services, clients must meet standard provincial health care eligibility criteria

and require care following discharge from a hospital, care at home rather than hospitalization, or care due to a terminal illness. Eligibility is determined by a Home Health professional. Some services are available to home-bound clients only.

Cost - Services provided free of charge to eligible Home Health clients include: case management, occupational and physical therapy, nutrition counselling and education, and health services for adults with developmental disabilities. Home care nursing services and caregiver respite services are also free, though there may be charges to cover the cost of supplies associated with these services. People who are considered to be palliative by their doctor and who are in the last six months of life are not charged for home support services.

Services where charges apply:

- **Adult Day Programs** usually charge a nominal daily charge to supplement the cost of transportation, supplies and meals.



- **Home Support Services** are free for personal care on a short-term basis, a few days up to two weeks after discharge from a hospital. However, ongoing services may result in a daily charge depending on the client's income.

Phone: 1-855-412-2121 (Home Health Service Line for new clients)

Phone: 604-702-4800 (Chilliwack Home Health clients)

Phone: 604-792-7121 (NetCare clients)

The Chilliwack Primary Care Seniors Clinic, Fraser Health and Chilliwack Division

of Family Practice offers assessment, diagnosis and individualized care planning for

patients with dementia concerns or multiple chronic conditions and complex health issues. A team of health care professionals, including primary care doctors, a nurse specializing in seniors care, a geriatrician and geriatric psychiatrist work alongside patients, their family members and family doctors to ensure seniors are supported in their ongoing health needs. Visits are by appointment only, with a referral from a family doctor.



Convalescent Care Program, Fraser Health is primarily for older adults with a chronic illness who require more time to recover before returning home following a period of hospitalization. The average length of stay is seven weeks. The current minimum client rate is \$30.65 per day or \$894.40 per month. If the cost will result in a serious financial hardship patients may apply for a **Temporary Rate Reduction**.

Hospice Palliative Care offers services to help relieve suffering and improve quality of life for people with a life-limiting illness or those grieving a loved one. People who choose hospice palliative care have made the decision with their doctor and family to move away from getting better to palliative, or comfort care. Clients continue receiving treatments that slow the progress of the disease and reduce uncomfortable symptoms. Hospice palliative care can be provided at home through Home Health Care nursing and other care services, at the Chilliwack General Hospital for patients needing diagnostic tests and treatment, in Residential Care and Assisted Living facilities, or in Cascade Hospice Residence. For information about home services contact the **Home Health Service Line** at **1-855-412-2121**.

Cost - Most palliative care services are covered by the BC Medical Services Plan or the BC Palliative Care Benefits Program. Eligible home support services are

provided free of charge, however, there may be some additional charges for certain services.

Cascade Hospice Residence is for patients in the last weeks or months of life, who cannot remain at home. Patients must be registered with the Fraser Health hospice palliative care program prior to admission. For an initial assessment regarding access and suitability of services, call **604-795-4141 ext. 612718**.

Cost - The cost for hospice residential care is a flat minimum daily rate billed monthly which is set by the BC Ministry of Health. If the charge represents a financial hardship, low income clients can request a financial assessment to get a **Temporary Rate Reduction**.

Stó:lō Nation Health Services – Home and Community Care Program provides the following services to community members through a referral process: wound management, home visits, health education, referrals to other health services, personal care and assisted living services, foot care, blood sugar and blood pressure monitoring, intake-client/home assessments, therapeutic care (i.e. emotional support, pain management, supportive care) and more.

- **The Aboriginal Diabetes Initiative** addresses the needs of the diabetic community members by offering diabetic management education, tools, clinics and one-on-one counseling.
- **Eye Clinics** are conducted monthly. Contact Stó:lō Nation Health Services to determine eligibility for an eye exam and glasses, and to make an appointment.

Services are provided to status, on-reserve members only, due to funding limitations.

Phone: 604-824-3200

Toll-free: 1-877-411-3200



Private-Pay Home Care Services

Home health services can be purchased from private care agencies for individuals ineligible for publicly subsidized services or to supplement home health care provided through Fraser Health.

Valley Alert Lifeline, a non-profit society, assists individuals that are medically at risk, physically challenged or living alone. A telephone-based emergency response system can connect an individual to trained Lifeline staff 24 hours a day, 365 days of the year.

Phone (toll-free): 1-888-969-1818

Care Connection Health Services Co-operative offers nursing foot care, personal care services, companionship and respite care, homemaking, palliative care and dementia care services.

Phone: 604-826-6112

Independent Lifestyles Homecare is a company that offers private nursing and complex care, live-in care, transportation for seniors, respite care and personal support services such as help with cleaning, washing, ironing and other basic household duties. Home healthcare consultations are available free of charge.

Phone: 604-799-8400

Did You Know...

- Adults aged 65 and over make up approximately 18% of Chilliwack's population
- As of 2011, there were 15 individuals 100 years old or older living in Chilliwack

*Statistics Canada Catalogue
No. 98-310-XWE2011004. Ottawa,
Ontario
2011 Census*

Melody's House Calls is a private company offering home nursing, foot care services, medication assistance, wound care, home care, appointment escort, meal preparation, housekeeping, and other nursing treatments as requested.

Phone (toll-free): 1-855-510-5155

Nurse Next Door is a private company that offers a variety of services to assist seniors including: visiting, meal preparation, light housekeeping, transportation, grocery shopping, medication reminders, nursing care, and end-of-life care.

Phone: 604-856-5553

Silver Strands is a private company that offers one-to-one assistance to seniors and their families navigating the health care system, planning for future transitions, and aging in place. Their aim is to help coordinate health care services, expediting access to care.

They also offer help to older adults who are downsizing and relocating to a more suitable home for their health care needs.

Phone: 604-792-7440

We Care Home Health Services offers personalized care services, available 24 hours a day, 7 days a week, wherever they are needed - at home or retirement and long-term care communities. Care services include: personal care, home making, companion services, nursing services, foot care, caregiver relief, and live-in care. The company also offers health risk assessment, diabetes awareness clinics, wellness clinics, immunization programs, and osteoporosis/bone density screening and education. We Care offers a free assessment to evaluate needs and formulate a personalized Care Plan.

Phone (toll-free): 1-866-729-3227

Did You Know...

- You should try to get the influenza vaccine as soon as possible, to give your body enough time – about 2 weeks – to build immunity before the flu season starts
- Influenza vaccines are usually available in October
- Immunity typically lasts through the flu season which usually ends in April

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HealthLinkBC, 2013

Immunizations and Flu Clinics

Immunization Services provides information regarding immunization, including locations of influenza (flu) clinics during the flu season. For more information contact www.immunizebc.ca. Influenza vaccines are provided free for seniors, and those living or working in close proximity to them. Pneumonia vaccines are also free for seniors and both types of vaccines are available from a family doctor, walk-in clinic, local pharmacy, or **Public Health** at the Chilliwack Health Unit.

Phone: 604-702-4900



Subsidized Medical Equipment Programs

Health Equipment Short Term Loan Program, Canadian Red Cross loans basic medical equipment including wheelchairs, walkers, crutches and bathroom aids. Equipment is available by donation, for home use, for a maximum of six months. A referral from a health care professional such as a doctor, nurse, occupational therapist or physiotherapist is required. The service is operated by volunteers, 9:00 am – 12:00 pm, Monday to Friday.

Phone: 604-792-2343

Home Oxygen Program, Fraser Health provides assistance with the cost of oxygen and oxygen equipment. In order to obtain Fraser Health funding for home oxygen, a primary care doctor must complete an application along with an oxygen prescription, and submit them to Community Respiratory Services.

Website: fraserhealth.ca

Did You Know...

- Most pharmacies in Chilliwack offer free prescription delivery (for some pharmacies, restrictions apply).
- Many pharmacies also offer senior-friendly, free blister packaging, which can reduce the likelihood of dosing errors.

Medical Equipment Loans/Leases, Mount Cheam Lions Club assists people with hearing aids and batteries and operates a lend-lease program which lends wheelchairs, medical equipment and mobility aids. For more information call the Hall and leave a message, including a contact phone number.

Phone: 604-792-3810

Recycled Medical Equipment Program, Opportunities for the Disabled Foundation provides used medical equipment for successful grant applicants. Online applications are available on the website.

Phone (toll-free): 1-888-242-7202

Aids to Independent Living Program, Canadian Red Cross provides free loans of medical equipment (e.g. wheelchairs, bathing aids, toileting aids, cushions, floor to ceiling poles, grab bars, walkers, hospital beds and pressure relief mattresses) for

low-income Home Health clients with long-term disability. Clients must have a referral from a physiotherapist or occupational therapist.

Phone: 604-859-5960

HELP Plus, Canadian Red Cross provides a range of advanced equipment (such as hospital beds, specialty mattresses and patient lifts) to British Columbians. Delivery and installation services are also available. Clients must have a referral from a physiotherapist or occupational therapist.

Phone: 604-930-9073

Equipment Registry, Chilliwack and District Seniors' Resources Society (CDSRS) is a service which links people who wish to sell new or used rehabilitation equipment with those wanting to purchase equipment such as a scooter, wheelchair, etc. There is no cost to register equipment and the list is regularly updated.

Phone: 604-793-9979

Home Support

Chilliwack Home Support Services, Fraser Health provides assistance and support to those who have difficulty with daily activities due to health and mental related problems. Community Health Workers help with tasks such as bathing and dressing that clients are unable to do but promote and encourage the client to be as independent as possible. Services may be provided on a short-term basis for those needing more help immediately following a hospital discharge or longer term for those needing ongoing support. Home Support Services do not provide housekeeping, laundry, or meal preparation.

Phone (toll-free): 1-855-412-2121

Better At Home, United Way and Chilliwack Community Services provides non-medical services for seniors age 65 years or older with the aim of promoting healthy aging and independent living at home. Volunteers and paid contractors assist with transportation, friendly visits, minor home repair, and light housekeeping. A sliding scale subsidy is available, determined by annual income.

Phone: 604-393-3251 ext. 240

Delivery Services

Library For You, Fraser Valley Regional Library provides materials to people who are unable to visit the library due to illness, age, or disability. Services include a variety of library materials, including audiobooks, delivered for free and/or one-time loans and free demonstrations of audiobook players.

Phone (toll-free): 1-888-668-4141 ext. 7034

Meals on Wheels, Chilliwack Community Services delivers fresh or frozen nutritious meals to recipients' homes. The service is available to individuals who, because of age, illness, or disability, cannot prepare adequate meals for themselves. Volunteers deliver lunch time meals Monday to Friday. Cost per meal applied.

Phone: 604-793-7242

Volunteer Grocery Shopping Program, Market Place IGA & CDSRS

provides a grocery shopping and delivery service for senior citizens.

There is a \$10 delivery charge.

Orders can be placed on Wednesday from 9:00 am - 11:30 am. Groceries are delivered after 12:00 pm the same day.

Phone: 604-795-3727

Grocery Shopping and Home Delivery Service, Cooper's Foods

is available every Thursday. Call to place an order Thursday morning and groceries will be delivered later that afternoon. A \$10.00 charge applies.

Phone: 604-824-6667



Grocery Delivery Service is available, for a fee, through Community Direct Delivery at both Safeway locations, Monday to Saturday until 4:00 pm daily. Request this service through a cashier.

Phone: Safeway (Yale Rd.) 604-795-6428

Phone: Safeway (Luckakuck) 604-858-8115

Better Meals is a foods service provider that prepares and delivers frozen meals to your door (free delivery with a \$25.00 minimum order). Orders must be placed by 3:00 pm at least 2 business days before the delivery day. Payment is taken in cash only. Cost of a meal is between \$6.25 and \$6.50 for an entrée, soup and dessert. Diabetic, low sodium and pureed meals are available.

Phone (toll-free): 1-888-838-1888

Mae's Elite Foods makes home-style meal entrees, frozen fresh and delivered to your home. Hours of business are 8:00 am - 4:00 pm, Monday to Friday. Meal prices begin at \$6.50 per dinner. Delivery is free with a \$50.00 order.

Phone: 604-702-1844