



### Want more information?

For more information, visit our website at: [vch.ca/your-care/home-community-care](http://vch.ca/your-care/home-community-care)

### Do you have feedback?

If you would like to comment on the quality of care you or a loved one has received, please contact **VCH Patient Quality Office** at 1-877-993-9199

## Home Health

### Costs

Some services are free. For others, there may be a cost. What you pay depends on your income, benefits you might have (e.g. Extended Health Benefits, Veterans Affairs Canada, etc.) and your personal circumstances. If the cost of services poses a severe financial hardship, your situation can be reviewed. Home Health Professional Staff will help you through the financial assessment and answer your questions.

If your health condition is due to an injury for which a third party (e.g. ICBC, WorkSafe BC) is responsible, you will need to contact that third party about services offered.

### Who to contact?

If you are currently receiving Home Health services, please contact:

---

To access Home Health services in your area you or your physician can call:

**Bella Bella**  
250-957-2314

**Bella Coola**  
250-799-5311

**Powell River**  
604-485-3310

**Sunshine Coast** (Gibsons, Sechelt)  
604-741-0726

**Sea to Sky** (Squamish, Whistler, Pemberton)  
604-892-2293

**North Vancouver & West Vancouver**  
604-986-7111

**Richmond**  
604-675-3644

**Vancouver**  
604-263-7377

We recognize that our places of work and the VCH facilities lie on the traditional homelands of the fourteen First Nation Communities of the Heiltsuk, Kitasoo-Xai'xais, Lil'wat, Musqueam, N'Quatqua, Nuxalk, Samahquam, Sechelt, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv, and Xa'xtsa.



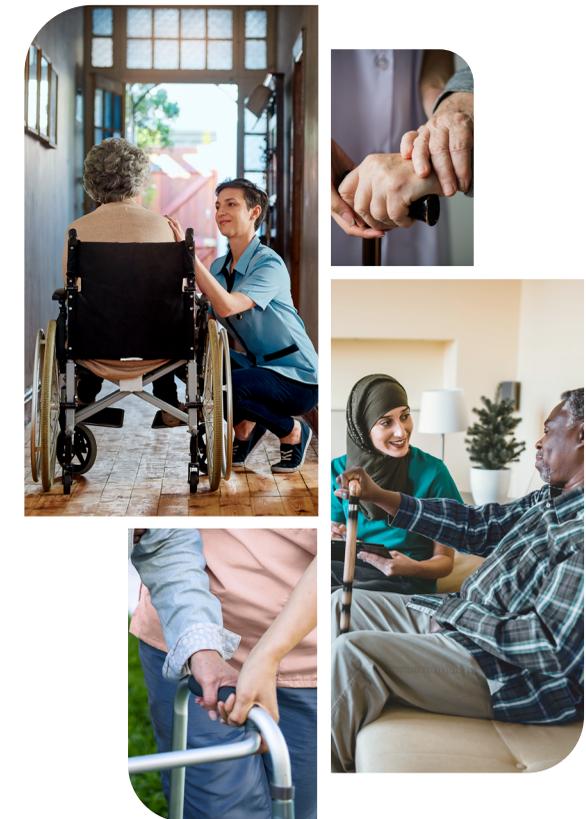
Making better  
decisions together  
with patients  
and families

For more copies, go online at [vch.eduhealth.ca](http://vch.eduhealth.ca) or email [phem@vch.ca](mailto:phem@vch.ca) and quote Catalogue No. **EF.400.H66**

© Vancouver Coastal Health, Feb 2022

The information in this document is intended solely for the person to whom it was given by the health care team.

[vch.ca](http://vch.ca)



Our philosophy is that home is best, as most people wish to remain in their own home for as long as is safely possible. We are committed to quality of life by supporting independence, health, and wellness through the delivery of person and family-centered care.



## What are Home Health Services?

- If you have health related concerns, you or your family physician or nurse practitioner may ask VCH for a referral to any of the following services:

Case Management

Community Nursing

Occupational Therapy

Physiotherapy

Social Work

Dietetics

Speech Language Pathology

Spiritual Care

- Once a referral is made to VCH, Home Health staff will assess your needs & assist you with accessing the following programs:

Home Support

Choice in Supports for Independent Living

Adult Day Programs

Caregiver Support

Palliative, End of Life & Hospice Care

Long Term Care, Assisted Living and Supported Housing

## How to Access Services?

- If you are in a hospital, talk to your nurse or social worker
- If you are in the community, call to access Home Health (see back for phone numbers)

When you call, the intake team will:

- Obtain your contact and personal health information
- Assess if your needs are short-term or long-term
- Assess when your services will start based on your health and information needs
- Ask about your caregivers and community supports
- Inform your family doctor about our involvement in your care

## Are you Eligible for Home Health Services?

- Are you a Canadian citizen, permanent resident or temporary resident?
- Have you been a BC resident for at least 90 days?
- Do you require care for health conditions in order to remain at home?

## Where and How can I receive my care?

You may receive your care in a clinic setting or in your home, depending on your situation and care needs. Non-urgent care may be provided by phone, email, text or video care conferencing. Interpreter services are also available.

## Consent

Prior to receiving or being referred to services & community supports, verbal or written consent will be obtained.

## Privacy

VCH staff maintains your confidentiality and privacy in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA).

We will ask your permission before sharing your information with external community services.

## Partners in Care

*As a person receiving care, you can expect:*

To be treated with dignity and respect, without discrimination of any kind and to receive care that is courteous and considerate.

To receive timely care from qualified staff in a safe environment.

To be introduced to us, your care providers, and to be informed of what we are going to do and why we are going to do it.

To receive the necessary information to make your own health care decisions, to ask questions and receive clear answers.

*As a partner in your care, we ask that you:*

Partner with us to develop a plan of care that meets your needs.

Follow your plan of care to the best of your ability.

Act in a safe and responsible manner by informing our staff of any safety risks or hazards in your home.

Treat VCH staff with dignity, respect and without discrimination of any kind.