

# Provincial Home Support Program



Client Handbook

## What is the Provincial Home Support Program?

The Home Support Program can support you to live independently in your home for as long as possible. Whether you require support on a short-term or long-term basis, the Home Support Program may be for you if you require assistance with activities of daily living.

The Home Support Program provides nonprofessional assistance to help you with personal care and homemaking. Respite care and behavioural support can also be provided. Home support services are planned with you and you will have a choice in determining how they are delivered. Formal home support services are intended to supplement the support provided by your family and other informal supports.

## Who can access the home support program?

The Home Support Program is available to residents of Newfoundland and Labrador including seniors (65+), adults with disabilities, children with disabilities, those who require end of life care, or short-term support upon discharge from hospital to help in recovery.

During your assessment for home support services you will receive information about other services that may be available through a regional health authority or another organization.

## What services are provided?

The Provincial Home Support Program provides a variety of services including:

- Personal Care - includes assistance with self-care activities such as eating, grooming, bathing, dressing, toileting, transferring and mobility/ambulation.
- Homemaking - includes household management such as light housekeeping, laundry, light vacuuming, and in-home meal preparation.
- Respite Care - provides substitute caregiving services so that primary caregivers can get temporary relief or support.
- Behavioural Support - a support for individuals living in the community who may need help due to behavioural concerns. A Behaviour Management Specialist will implement programs and interventions.

## How will my eligibility be determined?

To be eligible for the Home Support Program, you must be a resident of Newfoundland and Labrador, have a provincial health card and need assistance with your activities of daily living.

A social worker or community health nurse will visit you and discuss your needs and complete a clinical assessment to identify what supports you require. The assessment process will consider all areas of your daily living, including personal care, homemaking needs, and social and community



inclusion. It is important you share all of your health history, treatment and personal care needs. Other professionals and individuals in your life may be consulted to help complete the assessment. Your consent will be required to obtain any health information about you from others involved in your care.

It may be helpful to have a support person with you during the assessment. The assessment may take place in the hospital before you are discharged to help identify what supports you may

need to return home. The assessment will most likely take place in your home as your home is the best place to fully assess your functioning and your need for home support.

**A clinical assessment is a way to gather information about your physical, psychological and social health to inform your support plan.**



## What is the cost of home support?

It is expected you will pay for your home support where possible and avail of your informal supports before requesting funding for a home support subsidy from a regional health authority. If you need financial assistance, your regional health authority will complete a financial assessment to determine if you are eligible for a subsidy and to identify if you need to contribute towards the cost of your home support.

Your local regional health authority will require that you provide personal financial information in order to complete the financial assessment. This will include verification of your income. Having your financial information available when you apply for home support will assist in speeding up the assessment process and your access to services.

## How do I develop my support plan?

A support plan is developed with you based on your clinical assessment. A support plan will help guide how your home supports will be provided. It will be a record of your needs, actions and responsibilities of your care providers.

Your support plan should identify your personal goals for maintaining your health and wellness. You will decide what goes into your support plan and who is part of your support team. Your support team will include both your formal and informal supports and outline each role in providing your support. Your support plan should be shared with those who are part of your support team.

**Your support plan should include the 5 W's - who, what, when, where, why and how.**

A support plan should consider all aspects of your individual circumstances. Your support plan will be a guide for your support providers to make sure you are getting the right support.

Your support plan can be modified at any time there is a change in your circumstances. A yearly clinical review will be completed to ensure your support plan is still meeting your needs. More frequent reviews will occur if there is a significant change in your circumstances that would require a change to your support plan.

Ongoing communication with your health professionals will help in understanding your needs. It will be your responsibility to notify your health professional and any service providers of changes in your support plan and service provision.

## Who is involved in your support team?

There are many types of support providers who could be involved in providing your home support services including formal and informal supports. Depending on your needs you might receive support from one or several different providers at the same time. Your support team should be working with you and each other to ensure the best support plan is developed and carried out.

Your support team may include the following members:

- Social Worker;
- Community Health Nurse;
- Behavioral Management Specialist;
- Dietitian;
- Licensed Practical Nurse;
- Physician
- Physiotherapist;
- Occupational Therapist;
- Pharmacist;
- Home Support Worker; and
- Informal Caregivers.

## Who provides my home support?

You will choose how your home support service is provided. There are three options available:

- 1. Self-Managed Care:** You choose your support provider as the employer. If you choose to manage your own home support through the self-managed option, you become the employer. This means you are responsible for recruiting, hiring, training, scheduling, supervising, and terminating your employee(s).

Before hiring staff, you should contact Canada Revenue Agency to register as an Employer. They will provide you with all the necessary information to be an employer and advise you of your obligations to your employees. Canada Revenue Agency can be reached at 1-800-959-5525

The Labour Standards Division with the Department of Advanced Education, Skills and Labour is responsible for the administration of the Labour Standards Act which establishes certain minimum conditions that all employers must follow. Before hiring your home support worker(s), you should contact the Labour Standards Division for more information at 1-877-563-1063.

Home support workers who are directly employed by individuals to work in their private homes are not automatically covered under the Occupational, Health and Safety Act. You should contact the Occupational, Health and Safety Division with Service NL for further information at 1-800-563-5471.

As an Employer, you are required to ensure that your home support worker(s) are free



from discrimination and harassment. For more detailed information to help you understand your responsibilities, please contact the Human Rights Commission toll free at 1-800-563-5808.

You may choose to perform the payroll functions yourself or you may request funding to engage the services of a bookkeeper. You are responsible to find a bookkeeper who you feel is competent to complete the work required. To ensure that your bookkeeper understands your requirements, it is recommended that you sign a contract with them.

- 2. Paid Family Caregiving:** This option is similar to selfmanaged care with the exception that you choose a family member for your support provider. Spouses and common-law partners are not included.
- 3. Agency-Managed Care:** You choose to get home support services through an approved agency. For a list of approved agencies, visit: [www.gov.nl.ca/health/personsdisabilities/pdf/home\\_support.pdf](http://www.gov.nl.ca/health/personsdisabilities/pdf/home_support.pdf).

## What happens with my home support if I move to another part of the province?

The Home Support Program is a provincial program and can be accessed in any part of the province. If you are currently receiving services within a regional health authority and plan on moving to another region in the province, you should notify your current case manager as soon as you know. After you move, your approved home support services will remain in place for 30 days. You will need to arrange for a new service provider before you move to avoid any disruption in your support.

During the 30 days, a community health nurse or social worker will visit you to assess your needs for home support to determine if any change is required. Moving closer to family and your support network may impact your need for subsidized home support.

## What is the process if I am unhappy with a decision made by a regional health authority?

If you disagree with your assessment for home support, you have a right to ask for a review of the decision.

You may contact the health professional who completed your assessment and request a review. You can also contact the health professional if you have concerns about the quality of the home support service.

## What can I do if I am being abused or neglected?

It is the law in Newfoundland and Labrador to protect adults who do not understand or appreciate the risk of abuse and neglect. The Adult Protection Act is intended to protect an adult who may be at risk of abuse or neglect.

Abuse is the deliberate mistreatment of an adult, who lacks the capacity to protect himself or herself, that causes or is reasonably likely, within a short period of time, to cause the adult serious physical, psychological or emotional harm, or substantial damage to or loss of assets, and includes intimidation, humiliation and sexual assault.

**Want to know more about the Adult Protection Act?  
Visit [www.gov.nl.ca/cssd](http://www.gov.nl.ca/cssd)**

**You can also contact the police to make a report.  
Visit [www.rnc.gov.nl.ca](http://www.rnc.gov.nl.ca) or [www.rcmp-grc.gc.ca](http://www.rcmp-grc.gc.ca)**

Neglect is failure to provide care, assistance, guidance or attention to an adult who lacks capacity that causes, or is reasonably likely within a short period of time, to cause the adult serious physical, psychological or emotional harm, or substantial damage to or loss of assets.

The regional health authority in your area should be contacted if there is concern of abuse or neglect. They will evaluate and if necessary investigate to determine when an adult is in need of protective intervention. If you are concerned an adult may be abused or neglected, call toll free 1-855-376-4957 or contact your regional health authority or local police.



# Contact Information to report suspected abuse or neglect of an adult

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**Eastern Health** ● 709-752-4879

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**Central Health:** ● 709-651-6503

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**Western Health:** ● 709-637-2280

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**Labrador-Grenfell Health:**

- St. Anthony and surrounding area: 709-454-3054, ext. 1
- Happy Valley-Goose Bay and surrounding area: 709-897-3121
- Labrador West and surrounding area: 709-285-8172

## Contact Information

**For inquiries regarding the Provincial Home Support Program, contact the regional health authority in your area.**

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**Eastern Health**

- St. John's region/Northeast Avalon Peninsula: 709-752-4835/4717
- Avalon Peninsula /Conception Bay North: 709-786-5217
- Clarenville/Burin and Bonavista Peninsula areas: 709-466-5755

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**Central Health:** ● 709-651-6324

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**Western Health:** ● 709-695-6263

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**Labrador-Grenfell Health:**

- St. Anthony and surrounding area: 709-454-3054, ext. 1
- Happy Valley-Goose Bay and surrounding area: 709-897-2352
- Labrador West and surrounding area: 709-285-8172

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### Health and Community Services

P.O. Box 8700, St. John's, NL A1B 4J6

[www.gov.nl.ca/health](http://www.gov.nl.ca/health)

