

Cancellations

Please phone the Home Care office at least two days before your appointment if you need to cancel. A fee will be charged for missed appointments. We ask you to respect our limited resources and assist us in helping others if you are not able to keep your appointment.

Home Care does not do

- spring/fall cleaning of walls/closets/cupboards, windows or blinds, cleaning of drapes
- carpet shampooing
- baking/ canning/freezing of food
- yard work

A list is available from Home Care Office to hire private firms for these tasks.

Donations

Home Care staff cannot accept money or valuables, but the Home Care office gratefully accepts donations for equipment and supplies. Home Care is a non-profit registered charity and all donations are tax deductible.

Home Care is a scheduled service. Please contact family or friends for assistance with unexpected urgent situations. Contact your doctor's office or ambulance if medical assistance is required.

How To Request Home Care Assistance

Requests/referrals for home care services can come from various sources: self, relatives/friends, health or social service agencies and professionals.

When a request is made for home care, some basic information is required about the person, as well as a brief description of their present situation and the kinds of help needed.



*Healthiest people
Healthiest communities
Exceptional service*

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Home Care Services in Wadena and Wynyard



Information for Clients



Objectives of Home Care

- To assist individuals to live independently in their own homes.
- To provide needed care to individuals recovering from illness.
- To provide services based on an assessment of needs, risks and availability of home care staff
- To teach self-care and coping skills.
- To provide support and assistance to families or friends caring for a chronically ill, terminally ill or disabled person at home.
- To prevent or delay admissions to institutional care such as hospitals or special care homes.
- To facilitate earlier discharge from hospital when appropriate.
- To provide supportive, palliative and acute care services.
- To be careful stewards of resources by coordinating with other health services.

Home Care follows the Occupational Health & Safety Act to provide a safe workplace for staff, while providing services to clients.

Respect for all

**Please respect our staff.
Abusive behaviour is never
acceptable.**

Philosophy

Home Care is founded on the principle that most people prefer to remain at home and receive the services they need. People retain greater independence and control over their lives while living in their own home. We provide support but encourage support of family and friends to be preserved in the lives of our clients. Further, home care services should supplement your own abilities and the support you receive from loved ones.

Services Offered By Home Care

- Respite care as staffing permits
- Information about services
- In-home assessment
- Consult with client's family, supporters, physician and other care providers on ongoing basis
- Referrals as needed
- Care planning
- Nursing care as ordered by physician
- Home Health Aide services: personal care, daily grooming, transferring, exercises, foot/nail care, household management tasks
- Meals On Wheels
- Assistance in preparing meals for those who need supervision or meal preparation for those physically incapable of meal preparations.

As client needs change, the services we provide will also change.

Volunteer Services

We believe volunteers play an important role in the community and we involve volunteers whenever possible. These services may include Meals on Wheels delivery, telephone conversations, friendly visits, shopping and transportation.

Some general tips

- You need to be at home while our staff provides your services.
- Please turn your outdoor lights on if home care workers are coming or going in the dark.
- If we ask you to confine your pet, please do so before the staff arrives.
- Please do not smoke when the home care worker is in your home.

