

A PALLIATIVE APPROACH TO CARE

Your Guide

Ontario Health atHome provides home and community care and services including care coordination for people who are living with a progressive, life limiting illness.

Our Palliative Care Coordination Team is committed to providing sensitive and skilled care to meet the physical, emotional and spiritual needs of you and your family. We have expertise and knowledge about a palliative approach to care – a layer of care and services designed to improve the quality of life for you and your family while facing a serious, life-limiting illness.

The palliative approach to care is focused solely on your needs, ensuring your dignity is conserved through each stage of the journey. Our team is here to help provide information and support, and to connect you and your loved ones with community resources available to you.

Your care coordinator will work with you, your family and your health care team to develop a care plan that will meet your care needs which may include:

- Support and resources
- Information about community supports
- Pain and symptom management
- Information about respite care, visiting volunteers, wellness programs, hospice day programs and hospice residences



- Education, counseling and emotional support
- Bereavement support and community resources

Together with your care team, your care coordinator will work in partnership with you and your family to make sure your care plan matches your values, wishes and goals.

Connecting you with home and community care

Ontario Health atHome can help people:

- Get care and support services available through Nursing Clinics, at home and in the community
- Stay living at home safely for as long as possible

Contact Information

If you have any questions regarding this service, please contact: **310-2222** • ontariohealthathome.ca

- Avoid hospital admission
- Get the right care and support after being discharged from hospital
- Understand and be connected with [long-term care and placement options](#)

Your care coordinator will provide you with an assessment to help decide the type of care you need, where and when you need it.

Care and services are delivered through our contracted service provider agencies at local Nursing Clinics, in your home or within a residential community such as a retirement residence.

As regulated health professionals, care coordinators work with patients and their family caregivers to provide care plans designed to meet their care needs and health goals.

Long-term care placement coordinators help people by providing information about long-term care homes and assisting with the application process.

Community Support Services

Ontario Health atHome works with community support service agencies and can recommend services such as meal programs, support groups and other resources to help you remain at home safely and independently for as long as possible.

Hospices across the Hamilton Niagara Haldimand Brant area include:

- **Dr. Bob Kemp**
277 Stone Church Rd. E.
Hamilton L9B 1B1
905-387-2448
- **Emmanuel House**
90 Stinson St.
Hamilton L8N 1S2
905-308-8401
- **Margaret's Place Hospice**
170 Ogilvie Street
Dundas L9H 0C6
905-627-6578
- **McNally House**
148 Central Avenue
Grimsby L3M 4Z3
905-309-4013
- **Hospice Niagara**
403 Ontario St., Unit 2
St. Catharines L2N 1L5
905-984-8766
- **Carpenter House**
2250 Parkway Dr.
Burlington L7P 1T1
905-631-9994
- **Stedman Hospice**
445 Grey St.
Brantford N3S 6X1
519-751-7096 Ext. 2500

An Ontario Health atHome
representative is available
8:30am to 8:30pm | 7 Days a week
365 days a year

For more information please contact us.

Patient Bill of Rights

As a patient, family member, substitute decision maker or caregiver, you have the right to expect that every Ontario Health atHome employee, Board member and contracted service provider shall respect and promote your rights as follows:

Body text, adding numbered or bulleted lists where appropriate to condense information.

1. **To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. **To be dealt with in a manner that respects your dignity and privacy**, and that promotes your autonomy and participation in decision-making.
3. **To be dealt with in a manner that recognizes your individuality** and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. **To receive home and community care services free from discrimination** as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. **A patient who is First Nations, Métis or Inuk** has the right to receive home and community care services in a culturally safe manner.
6. **To receive clear information** about your home and community care services in a format that is accessible to you.
7. **To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care plan.
8. **To designate a person to be present with you during assessments**, and to participate in the development, evaluation and revisions to your care plan.
9. **To receive assistance in coordinating your services**.
10. **To give or refuse consent** to the provision of any home and community care service.
11. **To raise concerns or recommend changes related to the services that you receive**, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
12. **To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

Patient Responsibilities

Your responsibility as an Ontario Health atHome patient is to:

1. Treat Ontario Health atHome and service provider staff with courtesy and respect, free from discrimination and harassment (e.g. yelling, name calling, threats). Ontario Health atHome will not accept discrimination that violates an employee's rights and safety.
2. Provide a safe working environment for Ontario Health atHome staff and service providers by:
 - a. Providing a smoke free environment
 - b. Securing pets during visits

- c. Ensuring that walkways to the home are well lit and clear of ice and snow
- 3. Participate in developing and carrying out your service plan to achieve independence and self-managed care.
- 4. Keep your care coordinator and/or direct clinical nurse informed about any changes to your health status and/or support system.
- 5. Be available and prepared to receive service.
- 6. Inform your care coordinator, direct clinical nurse and/or service provider in advance if you are not available to receive service.
- 7. Inform us of any changes to your contact information and/or treatment address.

Both the patient and Ontario Health atHome staff share a joint responsibility to ensure the patient rights are met. However, under certain conditions, Ontario Health atHome staff and/or service provider staff have the right to leave at any time should they feel unsafe.

For Patient Bill of Rights in audio format, large print, or other languages, visit:
<https://ontariohealthathome.ca/patient-bill-of-rights-responsibilities/>

Your Ontario Health atHome Service Provider Contacts

- **Patient Name:** _____
- **Care Coordinator:** _____
- **Telephone** _____
- **Notes:**

- **Service Providers:**

Service Type	Provider Name	Provider Phone #