

## HOW CAN I GET HOME CARE?

You can request Home Care services by calling 1-855-371-4122. Family, friends, neighbours or health professionals can also call on your behalf.

## HOW IS MY NEED FOR HOME CARE SERVICES DETERMINED?

Your care needs will be assessed by a Case Manager with your help. Together with your caregivers, you and your Case Manager will create a plan of care just for you. Your Case Manager has the support of a team of local health-care professionals to assist in your care. Depending on your needs, the health care team may include your family physician, nurses, physiotherapists, pharmacists, health care aides, and others. Services may be provided in your home or in a clinic setting.

## WHERE ARE HOME CARE SERVICES DELIVERED?

While Home Care services are most commonly delivered in your home, flexibility exists to deliver services in a variety of other settings.

For further information on:

### **CENTRAL ZONE HOME CARE SERVICES**

Contact your local Home Care Office or call toll-free

**1-855-371-4122**

Online at:

**[www.albertahealthservices.ca](http://www.albertahealthservices.ca)**  
**[www.myhealth.alberta.ca](http://www.myhealth.alberta.ca)**

### **HEALTHLINK ALBERTA**

Health advice 24 hours a day  
**1.866.408.LINK (5465)**



## CENTRAL ZONE HOME CARE

**KEEPING YOU WELL AND INDEPENDENT**



Government of Alberta ■



## HOME CARE CASE MANAGERS

Home Care Case Managers use standardized assessment tools and processes to identify your needs and to link you with the most appropriate, available home and community support services. In addition, Home Care Case Managers play a role in assisting clients to access necessary medical supplies or assistive equipment and technology.

Professional Health Services including:

- prevention, screening and intake;
- assessment of health status and/or medical conditions;
- performing treatments and procedures;
- rehabilitation to maximize function;
- medication administration;
- palliative or end-of-life care
- teaching and supervising self-care;
- teaching care and procedures to family members and other caregivers; and
- teaching and supervising home support service providers providing individual care and performing assigned activities.

## PERSONAL CARE SERVICES

including assistance with:

- personal hygiene (bathing and grooming);
- dressing;
- toileting and incontinence management;
- mobilization and transferring;
- assistance with dining, oral care; and
- assisting with medications.

Some Home Care clients may require and receive **Home and Community Support Services** including services directed toward meeting therapeutic recreation and socialization needs and support with activities required to live independently in the community.

Some Home Care clients may require and receive **Caregiver Support and Respite Services** to help the people in your personal support system stay well as they carry out your care tasks. These services may include information and help to access services, education, skills training and respite care.

## WHAT IS HOME CARE?

Home Care is a health service that supports your wellness and independence. The goal is to help you remain safe and independent in your own home or care setting for as long as possible. Alberta's Home Care Program supports Albertans of all ages and includes an array of services including health

promotion and teaching, treatments, care at end of life, rehabilitation, home support and maintenance, assistance to maintain social connections, and support for your family or others who help you out. The Home Care Program organizes health care service delivery with other health services that are available in your community.

## WHO IS ELIGIBLE FOR HOME CARE?

Anyone living in Alberta with a valid health care card can receive Home Care services as long as their needs can be safely met in the home.