

Let your family and health care providers know if you have documented your wishes about the health care you want to receive - at the moment or in the future - in an advanced care plan such as a representation agreement (sometimes referred to as a living will). If possible, bring a copy of that document with you. When you come for your home and community care assessment, bring the following items:

- ⦿ Your BC Care Card or BC Services Card.
- ⦿ Medication prescriptions.
- ⦿ War veteran and pension cheque stubs or regiment number.
- ⦿ Your most recent income tax return or notice of assessment (some services charge a fee based on your income).
- ⦿ Name and telephone number of your doctor(s).
- ⦿ Name and address of a close relative or friend.

## STEP 3: DEVELOP A CARE PLAN FOR HCC SERVICES

If you are eligible for services, a health care professional will work with you to develop a care plan that meets your needs. The care plan will be updated as your care situation changes. If services have a waiting list, the health care professional will work with you to make sure the best services are in place to address your health needs while you wait.

## ELIGIBILITY FOR ALL HOME & COMMUNITY CARE SERVICES

To be eligible for home and community care services you must:

- ⦿ Be a resident of British Columbia.
- ⦿ Be a Canadian citizen or have permanent resident status.
- ⦿ Need care after you have been released from the hospital, at home to prevent you from going to the hospital, or for a life-limiting illness.



[www.cfenet.ubc.ca/research/epidemiology-populationhealth/thrive](http://www.cfenet.ubc.ca/research/epidemiology-populationhealth/thrive)

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# THANK YOU FOR PARTICIPATING IN THE THRIVE PROJECT

A community-driven investigation of the home and community care needs of older adults living with HIV.

## HOW TO ACCESS HOME AND COMMUNITY CARE SERVICES?

This booklet provides information on what is home and community care, eligibility criteria and steps to access these services.



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# WHAT IS HOME AND COMMUNITY CARE (HCC)?

HCC are publicly subsidized home and community care services that provide a range of health care and support services for people who have acute, chronic, palliative or rehabilitative health-care needs.

The HCC system encompasses three main services:



1. Home Support



2. Assisted Living



3. Long-term Care

## STEPS TO ACCESS HCC:



## STEP 1: CONTACT YOUR HEALTH AUTHORITY TO ACCESS HCC

If you or a family member is in the hospital, speak with the hospital social worker or transitional service team member. If you or a family member is at home, call the access line in your area for the service you need.

### Vancouver Coastal Health Authority

For home and community care services in the following communities, call:

- ☉ North Shore: (604) 986-7111
- ☉ Richmond: (604) 278-3361
- ☉ Vancouver: (604) 263-7377
- ☉ For other Vancouver Coastal Health communities, call one of the home and community care access lines above.

### Fraser Health Authority:

- ☉ To make a referral or for general information call 1-855-412-2121 (toll free and open 7 days a week, 8:30 a.m. - 9:00 p.m.).
- ☉ New clients: Getting answers to questions about your service needs begins with a call to the Fraser Health Service Line: 1-855-412-2121 (open 7 days a week, 8:30 a.m. - 9:00 p.m.).

For hospice palliative care services in the following communities, call:

- ☉ North Shore: (604) 984-3131
- ☉ Richmond: (604) 278-3361
- ☉ Vancouver: (604) 263-7255

For other Vancouver Coastal Health communities, call one of the home and community care access lines above.



## STEP 2: CONDUCT AN ASSESSMENT FOR HCC SERVICES

Health care professionals from the health authority in your area will work with you, your family, your doctor and other health care professionals to assess:

- ☉ Your eligibility for home and community care services.
- ☉ What services best meet your needs and situation.
- ☉ The costs, if any, for these services.
- ☉ How long you may need these services.

## HOW AM I INVOLVED IN DECISION MAKING ABOUT MY CARE?

You have the right to consent (give permission) to the care offered to you. Make sure you understand everything before you make a decision. If you are unsure or do not understand something, please ask your health care provider questions.