

Learning about ...



Going home after hospital

Common questions asked by patients
and families when they leave the hospital.

2016

Limitations

This booklet provides telephone numbers for some of the resources within the Hamilton area. There are many other agencies that can be found in the phone book or on the computer if you have internet access.

This booklet is not intended as a complete, nor exhaustive list of resources.

Hamilton Health Sciences does not endorse any particular vendor or listing.

Additional numbers that can help with services and information are:

| | |
|----------------------------------------------|--------------|
| Community Information Services Hamilton..... | 905-528-0104 |
| Dundas Community Services..... | 905-627-5461 |
| Older Adult Services Database..... | 2-1-1 |

Two proven databases, www.informhamilton.ca and www.rgpc.ca/oapsd provide information on community services.

Table of Contents

| | Page |
|------------------------------------------------------------------------------------------------------|-------------|
| Hamilton Niagara Haldimand Brant Local Health Integrated Network, HNHB LHIN (formerly CCAC) | 1 |
| Private Pay Services..... | 2 |
| Private Nanny Services..... | 5 |
| Recreation | 6 |
| Doctors and Clinics | 6 |
| Specialized Care Needs | 7 |
| Foot Care, Mobility Aids and Transportation | 8 |
| End of Life Supports | 12 |
| Caregiver Assistance | 12 |
| Elder Abuse | 14 |
| Finding a New Home | 15 |

Hamilton Niagara Haldimand Brant Local Health Integrated Network, HNHB LHIN (formerly CCAC)

Q. I want to live at home, but am not sure I can do it without help. What kinds of help are available for me?

Consider these options:

1. Live with a relative/friend or have a relative/friend help with your needs.
2. Pay for, or exchange rent for, a live-in companion.
3. Get help into your home through government funded and/or private pay supports.

The HNHB LHIN assesses for and co-ordinates medical, professional and support services in your home. Referrals for HNHB LHIN can come from the community (such as your family doctor), a hospital or an individual. You will need to have your Ontario Health Card information ready.

Supports through HNHB LHIN are government funded. They use private agencies to provide services at home. These, and/or other persons or agencies can be hired privately.

HNHB LHIN905-523-8600

HNHB LHIN services include:

- case management
- personal support workers
- nursing
- physiotherapy
- occupational therapy
- nutrition counselling
- speech language therapy
- social work
- information about retirement homes
- coordination for caregiver relief

HNHB LHIN services include applications for:

- adult day programs
- convalescent care programs
- permanent stays at long term care homes
- respite (temporary) stays at long term care homes

Private Pay Services

Q. What kinds of services can assist me to stay home comfortably?

Falls

If you have fallen and need immediate help, call 911.

Personal Care/Homemaking

| | |
|--------------------------------------------------------|--------------|
| AbleLiving Services Inc. (specialized criteria) | 905-333-3553 |
| Accent on Care | 905-304-1910 |
| Alert Best Nursing & Homecare..... | 905-524-5990 |
| Bayshore Home Health | 905-521-8411 |
| Cancare | 905-777-1255 |
| CBI..... | 905-560-6318 |
| Cheshire Independent Service | 905-634-6677 |
| - for the visually impaired they link with VIS-ABLE | |
| Comforcare | 905-522-4666 |
| Comfort Keepers..... | 905-383-9999 |
| Excel Care | 905-574-6933 |

| | |
|------------------------------------------------|------------------------|
| Glanbrook Home Support Program | 905-692-3464 |
| HomeWell Senior Care..... | 905-639-4357 |
| Niagara Caregivers | 905-523-4241 |
| Paramed Home Health Care | 905-318-8522 |
| Senior Home Care by Angels | 905-594-1122 |
| St. Elizabeth's Health Care..... | 905-972-0800 |
| St. Joseph's Home Care | 905-522-6887 x.2252 |
| Veteran's Affairs (specialized criteria) | 1-866-522-2122 |
| We Care..... | 905-507-2273 |

General Assistance/Household Maintenance/ Seasonal Care

| | |
|--------------------------------------|----------------|
| Glanbrook Home Support Program | 905-692-3464 |
| Helping Hands..... | 905-546-3057 |
| Seniors for Seniors..... | 905-572-6162 |
| Veteran's Affairs | 1-866-522-2122 |

Groceries

| | |
|--------------------------------|------------------------|
| Grocer-ease | 905-545-1175 |
| Red Cross Friends Program..... | 905-522-8485 |
| – pick up & drive helper | |
| Grocery Gateway | 905-564-8778 |
| Glanbrook Home Support Program | |
| – Shopping Transport..... | 905-692-3464 |
| VON Shopping by Bus | 905-646-2424 x.1873 |

Many local grocery stores have shoppers and delivery services
– call for information

Meals

Meals on Wheels.....905-522-1022
The Little Gourmet.....905-921-1249
VON Congregate Dining905-529-0700

Medical Alarms

First Call Personal Response Service1-800-361-5550
Lifecall.....1-800-661-5433
Nuprotek or1-888-850-7107
Robert E. Jones Inc.....905-521-2911
Phillips Lifeline1-800-488-9034
R&R Alarms and Home Link Response Systems ...1-800-668-7566
Security Headquarters.....905-544-4344
Password905-522-6680
1-800-561-3099
Voxcome Security Systems.....1-800-661-5535

Pet care

Animal Adoptions of Flamborough.....905-689-7801
Animal Welfare Association.....905-544-1033
or 905-547-4169
Burlington Humane Society905-637-7325
SPCA Hamilton/Burlington905-574-7722
x.324
Take Me Home.....905-923-4653
(Julie Maui)

Private Nanny Services

Costs vary but tend to be more reasonable than hiring PSWs from other agencies. However, there could be a wait period of about 3 months or more for international nannies, so it is best not to delay if you are interested.

Ontario Caregiver Recruit Agency Inc.

www.ontariocaregiverrecruit.com

1-519-578-5519

International Nannies & Home Care Ltd.

www.internationalnannies.com

1-416-351-8777

Execunannies

www.execunannies.com

1-416-222-6000

Diamond Personnel Inc.

www.diamondpersonnel.com

1-416-730-8866 or 1-888-886-8209

SOSsitter

www.sossitter.ca

1-514-505-1780 or 1-888-767-7330

GC Nexus

www.gcnexus.com

1-800-268-6608

Recreation

Q. Where do I call if I want social and recreational opportunities?

| | |
|-----------------------------------------------------|------------------------|
| Ancaster Senior Achievement Centre..... | 905-648-3466 |
| HNHB LHIN – Adult Day Services | 905-523-8600 |
| First Place – Seniors Community | 905-546-2424 x.3155 |
| Main Hess Seniors Centre..... | 905-546-4964 |
| Sackville Hill Seniors Recreation Centre | 905-546-2541 |
| Visiting Library Services | 905-546-3222 |
| Wesley Multicultural Seniors Outreach Program | 905-528-8485 |
| YWCA - MacNab St. Seniors Centre | 905-529-7727 |
| YWCA - Ottawa St. Seniors Centre | 905-545-6866 |

Doctors and Clinics

Always see your family doctor for a follow-up visit after any hospital stay or emergency department visit.

Q. How do I find a family doctor?

| | |
|------------------------------------------|-------------------------|
| Academy of Medicine | 905-528-1611 |
| College of Physicians and Surgeons | 1-800-268-7096 x.626 |
| Health Care Connect..... | 1-800-445-1822 |

If you need house calls, ask if this service can be provided for you.

Q. If I don't have a family doctor, where else can I get medical assistance?

| | |
|-----------------------------------------------------|--------------------------------------|
| Centre de santé communautaire (Francophone) | 905-528-0163 |
| De dwa da dehs nye>s – Aboriginal Health Centre ... | 905-544-4320 |
| Dundas St. Walk In Clinic (Waterdown) | 905-689-8833 |
| Dundurn Medical Centre | 905-529-4040 |
| East Hamilton Medical Walk In Clinic | 905-662-4141 |
| Hamilton Medical Walk In Clinic | 905-381-9844 |
| James Street Medical Walk In Clinic | 905-529-9779 |
| Locke Street Walk In Clinic..... | 905-570-0440 |
| Main West Walk In Clinic..... | 905-521-2222 |
| Mountain Medical Walk In Clinic..... | 905-575-0808 |
| Queenston Walk In Clinic | 905-578-9255 |
| Stoney Creek Medical Walk In Clinic..... | 905-561-9255 |
| Main West Urgent Care Centre | 905-521-2100 x.72000 |
| St. Joseph's Urgent Care Centre..... | 905-573-7777 |
| TeleHealth..... | 1-866-797-0000 1-866-797-0007 TTY |

Specialized Care Needs

Q. Where do I call if I need someone to talk to for support?

| | |
|--------------------------------|--------------|
| Catholic Family Services | 905-527-3823 |
|--------------------------------|--------------|

Q. Where do I call to have someone check on me regularly with a phone call to make sure I'm OK?

Tele-touch 905-522-9567

Q. Where do I call to get someone to visit me at home?

St. Joseph's Home Care 905-522-6887

St. Matthew's House – Seniors' Home Support..... 905-523-5546

VON Volunteer Services 905-522-0053

Welcome Inn 905-525-5824

Q. Where do I call for help if someone is having trouble remembering things?

Alzheimer Society 905-529-7030

Catholic Family Services 905-527-3823

St. Peter's Centre for Healthy Aging..... 905-777-3827
x.12294

Q. What can I do if I'm having difficulty taking my medications?

Contact your pharmacist if you take three or more regular medications and ask for a "medication check assessment".

Consider asking a support person to fill a dosette and check regularly.

Consider asking your pharmacist to fill a dosette or blister pack and have it delivered.

Consider your safety and call for a home assessment.

HNHB LHIN..... 905-523-8600

Q. Where do I call if I'm worried that someone is no longer able to make good choices and be safe at home?

HNHB LHIN.....905-523-8600

Ontario Public Guardian & Trustee
(for a list of capacity assessors – fees apply)1-866-521-1033

Foot Care, Mobility Aids and Transportation

Q. Where can I get help with foot care?

The VON runs clinics at many of the local senior's centres (see page 6).

At Your Feet Inc.905-575-6539

Centre de santé communautaire905-528-0163

De dwa da dehs nye>s – Aboriginal Health Centre ...905-544-4320

Feet First Footcare905-538-6579

For Feet Sake905-975-8735

Glanbrook Home Support Program905-692-3464

Hamilton Family Foot Care Clinic905-575-9700

Hewak Foot Clinic905-627-2700

North Hamilton Community Centre.....905-523-6111
x.226

St. Joseph's Chiropody Clinic.....905-573-4817

St. Joseph's Home Care905-522-6887
x.2236

St. Peter's Centre for Healthy Aging.....905-777-3827
x.12294

Q. Where can I find a wheelchair, a cane and/or a commode?

Look in your Yellow Pages under “Hospital Equipment and Supplies”.

Other options include:

Guardian First Place Pharmacy.....905-527-9881

Medi-Motion289-238-8200

Red Cross HELP.....905-522-8485

– Health Equipment Loan Program
– needs medical referral

Silver Cross.....905-689-0732

– re-conditioned medical equipment

Dell Pharmacy, Hamilton

– Home Healthcare905-385-7072

Shoppers Drugmart, Hamilton

– Home Healthcare905-547-0188

Shoppers Drugmart, Hamilton

– Home Healthcare905-560-5661

Q. How do I get funding for equipment?

- A government authorized occupational therapist (OT) or physiotherapist (PT) must assess you and fill out the application.

Assistive Devices Program.....1-800-268-6021

For the actual assessment:

HNHB LHIN.....905-523-8600

OTs2GO.....905-777-3837

– 55 years of age or older x.12424

- If you have cancer, specific agencies can assist with linking you to equipment.

Canadian Cancer Society.....905-575-9220

Cancer Assistance Program.....905-383-9797

Q. Where do I call if I cannot use public transportation?

- Several taxi companies can provide transport if you are in a wheelchair.

Ancaster Taxi 905-648-8294

Hamilton Cab..... 905-777-7777
– for folding wheelchairs

Wavetrans 905-777-9283
– for power wheelchairs

Blue Line 905-525-2583
– for folding wheelchairs. Must book 24 hours
in advance for power wheelchairs

- Ask your family doctor to complete the application for assisted transportation.

Accessible Transportation Services..... 905-529-1212
– determines eligibility for DARTS
& Taxi Script Program

- Transportation for specific service needs is available through:

Ancaster Community Services..... 905-648-6675

Canadian Cancer Society 905-575-9220

Cancer Assistance Program 905-383-9797

Dundas Community Services 905-627-5461
– medical appointments/groceries

Red Cross Society..... 905-522-8485
– medical appointments/day programs

VON volunteer drivers 905-522-0053
– medical appointments



End of Life Supports

Q. Who do I call if my loved one is dying and I need paid time off work?

Compassionate Care Benefit (EI) 1-800-662-6232

Speak to your family doctor or employer to determine if a paid or subsidized stress leave is possible.

Q. Where do I call to talk to someone about my loved one who has died?

Most funeral homes have bereavement support services.

Other supports include:

YWCA - Widow to Widow Service 905-529-7727

Arbor Care 905-648-3852

Catholic Family Services 905-527-3823

St. Joseph's Spiritual Care 905-522-1155
x.33263

Friends in Grief..... 905-318-0053

Caregiver Assistance

Caregiver Relief

Q. I am the sole caregiver for my loved one. Is there someone that can be with them while I'm gone for a few hours or a few days?

Care can be accessed in the home

Alzheimer Society – Friendly Visitor 905-529-7030

HNHB LHIN – Caregiver Relief Hours 905-523-8600

VON Caregiver Services 905-523-1055

Care can be accessed for out of home overnight stays.

HNHB LHIN Placement Services.....905-523-8600
– co-ordinates vacation relief

VON Overnight Respite905-523-1055

Care may be available through a retirement home. Contact any retirement home and they will send an application to the family doctor to complete.

You may wish to arrange for private in-home companionship.
See page 2.

Day Programs

Q. Where can my loved one go for supervision and activation during the day?

HNHB LHIN Adult Day Services.....905-523-8600

Goldies to Home Program905-529-1613
x.305

St. Joseph’s Stay Well Program905-573-4818
x.38755

St. Joseph’s Day Program.....905-627-3541
x.2282

Caregiver Support

Q. Where can I go to share my thoughts and feelings about being a caregiver?

Alzheimer Society Support Groups.....905-529-7030

VON Caregiver Support Program905-523-1055

Family Caregiver Connection905-575-8916

Elder Abuse

Q. Who do I call if I'm being mistreated and/or abused (such as physical, financial, emotional or sexual abuse and/or neglect)?

| | |
|--------------------------------------------------------------------|----------------|
| Advocacy Centre for the Elderly | 1-416-598-2656 |
| Alzheimer Society | 905-529-7030 |
| Catholic Family Services | 905-527-3823 |
| Femaide | |
| – French speaking women | 1-877-336-2433 |
| Hamilton Police – Central Area | 905-540-5351 |
| Hamilton Police – East End | 905-546-2945 |
| Hamilton Police – Mountain, Dundas, Flamborough, Glanbrook..... | 905-546-8917 |
| Victim Support Line | 1-888-579-2888 |
| Your family doctor | 905-_____ |

If you or your loved one live in a Long Term Care Home, all the numbers above can be used.

The numbers listed below are more specific to abuse issues within a Long Term Care Home.

| | |
|--------------------------------------------|-----------------|
| HNHB LHIN Placement Services..... | 905-523-8600 |
| Ministry of Health – LTC Action Line | 1-866-434-0144 |
| Ministry of Health | 1-800-461-7137 |
| – Duty Inspector | or 905-546-8294 |

Finding a New Home

Q. How do I know whether to choose a retirement home or long term care home?

Retirement Home

- Retirement homes are privately owned and operated. They are referred to as residential care facilities (RCF).
- Each resident should be able to direct his or her own care needs, toilet without assistance, and go to the dining room for meals.
- The staff can help you with laundry and cleaning, bathing and dressing, cueing and supervision, and medications. The programs offered vary and may include recreational and social activities.
- Some retirement homes include all services in their costs. The cost can range from about \$1,500 to \$5,000 per month depending on the type of room and services provided.
- Help with affording the monthly cost may be available.

Long Term Care Home (LTCH)

- Formerly called nursing homes.
- They provide care for people who are more dependent and need help with nursing care, personal care, eating and mobility (getting around).
- The cost of a LTCH is set to ensure all people in Ontario can afford it.
- Contact the HNHB LHIN to start the application process.
- Wait lists may be long and it is important to plan ahead.

Q. Where can I find more information about retirement homes?

Subsidized Hamilton Homes 905-546-2424
x.3727, 5935 or 5632

Ontario Retirement Community Association 1-800-361-7254

Senioropolis 416-457-6554

Look in the Yellow Pages under Retirement.

Q. Where can I find more information about long term care homes?

Community Care Access Centre 905-523-8600

Long Term Care Action Line..... 1-866-434-0144

Q. Who can help me with packing and moving?

Helping Hands (packing only)..... 905-546-3057

Moving Plus..... 905-920-4473

Salvation Army 905-540-1888

Look in the Yellow Pages under Movers.