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.rgpca/oapsd provide information on community services.
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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 LHIN .................................................................905-523-8600

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
Going home after hospital

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 Dining ........................................... 905-529-0700

**Medical Alarms**
First Call Personal Response Service ...................... 1-800-361-5550
Lifecall ........................................................................ 1-800-661-5433
Nuprotek or .................................................................. 1-888-850-7107
Robert E. Jones Inc ..................................................... 905-521-2911
Phillips Lifeline ............................................................. 1-800-488-9034
R&R Alarms and Home Link Response Systems ... 1-800-668-7566
Security Headquarters.................................................. 905-544-4344
Password ....................................................................... 905-522-6680
                                   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 Society ........................................... 905-637-7325
SPCA Hamilton/Burlington ............................................ 905-574-7722
                        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
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
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 communautaire .........................905-528-0163
De dwa da dehs nye>s – Aboriginal Health Centre ...905-544-4320
Feet First Footcare .........................................................905-538-6579
For Feet Sake .................................................................905-975-8735
Glanbrook Home Support Program .....................905-692-3464
Hamilton Family Foot Care Clinic ......................905-575-9700
Hewak Foot Clinic ..........................................................905-627-2700
North Hamilton Community Centre ....................905-523-6111
St. Joseph’s Chiropody Clinic .................................905-573-4817
St. Joseph’s Home Care .................................................905-522-6887
St. Peter’s Centre for Healthy Aging .....................905-777-3827
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-Motion .................................................................289-238-8200
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 Healthcare .....................................................905-385-7072
Shoppers Drugmart, Hamilton
– Home Healthcare ......................................................905-547-0188
Shoppers Drugmart, Hamilton
– Home Healthcare ......................................................905-560-5661

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
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 Respite.................................................905-523-1055

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 Program.................................905-529-1613
x.305

St. Joseph’s Stay Well Program.................................905-573-4818
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 Program.................................905-523-1055

Family Caregiver Connection.................................905-575-8916
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.