



GUIDELINES FOR USER OF HOME CARE SERVICES

What you need to know

The CLSC staff is committed to providing you with the best services. You can help them help you by following these recommendations.

Courtesy

- The home care services staff encourages users and caregivers to respect appointment times with staff, and to advise staff in advance when cancelling appointments (24 to 48 hours in advance when possible) or in the event of a hospitalization.
- It is possible that the time or day of your appointment will occasionally have to be modified in order to give priority to a situation deemed more urgent. You will be notified of this change as soon as possible.
- In accordance with our organization's code of ethics: No form of violence, intimidation, or discrimination towards users or staff will be tolerated. The conduct expected of staff and users is based on a partnership approach, which consists of a relationship between the user, their loved ones, and all health and social services stakeholders.

Security

- In order not to interfere with staff carrying out their duties, pets (dogs, cats, birds, etc.) must be kept in a closed area prior to their arrival and during the visit.
- For their own safety, staff are required to keep their shoes on for the duration of the service.
- In the event that you do not respond during a scheduled and confirmed home visit, steps will be taken by the team to ensure that you are safe.

Environment

- We ask that you respect the professionals' recommendations concerning the safety of the premises to prevent any accidents: clear any pathways, remove or securely attach movable rugs, secure any loose wires, etc.).
- We ask for your cooperation in keeping the premises clean in order to facilitate the work done by staff:
 - Clean and clear work spaces (hygienic environment when installing equipment and receiving care, provide products needed for care);
 - Properly maintain borrowed equipment;
 - Eliminate odours (empty litter boxes, etc.).
- In consideration of the staff and their health, we ask you (user and family) to refrain from smoking while services are provided, and ensure to properly ventilate the premises before the visit.



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In winter, **snow must be cleared** to allow access to the home, and an **abrasive material must be applied** to slippery surfaces prior to the staff's arrival. If this is not safe or consistent with our expectations, the visit will be rescheduled for a later time.



Services are free of charge

- We kindly request that you do not give money or gifts to the staff. If you do, they will be obliged to refuse them.

Allocation of services and review of the intervention plan

The user and their family caregiver are actively involved in the decisions and development of the intervention plan, as well as in identifying needs and solutions to be implemented to support the user in their living environment. Following the initial evaluation of your needs by a professional from the team, a service allocation committee:

- Accepts, adjusts or denies requests for services based on pre-established criteria and actual needs;
- Allocates hours of support services taking into account:
 - Risk and vulnerability factors identified during the assessment;
 - The resources available in your living environment, entourage, and in the community;
 - The various programs and services that are likely to meet your needs.
- If you are able to move around, you will be invited to continue your care and services at the CLSC. Your care will be provided at home until you are able to move.
- If any equipment loaned to you is no longer required or is broken, you must return it to the CLSC.

The content of your intervention plan and the services allocated will be transmitted to you by the professional who conducted your assessment and will be re-evaluated once a year or if circumstances change.

Thank you for your cooperation.

Our mission

To maintain, improve, and restore the health and well-being of the Québec population by making accessible an array of integrated and quality health and social services, while contributing to the social and economic development of Québec.

Our vision

Accessible and efficient health care and services that adapt to the needs of Québécois.

Our goals

The CISSS de la Montérégie-Ouest achieves its goals through its innovative approaches and stands apart through:

- its exemplary offer of care and integrated services based on interdisciplinarity, accessibility, and adaptability to the needs of its population;
- its willingness to question and improve its professional, clinical, and administrative practices;
- its appreciation of its personnel and the implementation of human resource management practices;
- its strong relationships with its partners.

Our values

Our actions are guided by five equal and interconnected values: compassion, collaboration, commitment, confidence and consistency.