

Eligibility and How to Access Services

- Anyone residing in the Territory who has a valid NWT health card is eligible.
- To access service, an application must be submitted.
- Referral can come from any source including the client, family or community member, or health care provider.
- There must be an assessed need for services.
- Before receiving your services, you must provide informed consent and agree to the services being offered.
- You will have the opportunity to ask questions before making decisions.
- You have the right to have your family there to help you make decisions.
- You have the right to refuse or consent to services.



If you would like this information in another official language, contact us at (867) 767-9107, ext. 40150.

Northwest Territories Health and Social Services Authority
Box 1320, Yellowknife, NT
X1A 2L9

SAFETY ALERT

Please note that smoking is prohibited prior to visits and pets must be secured.



NORTHWEST TERRITORIES
Health and Social Services Authority

**Home and Community Care/
Support Services**

What is Home Care?

- ◆ Home Care Services provide individuals with nursing care and support in the home, including personal and daily living activities when they are not able to perform these activities on their own.
- ◆ These services help people who have chronic illness, disability or are unable to safely care for themselves remain in their home.
- ◆ It is to assist the individual to live as safely and independently as possible in collaboration with family support.
- ◆ Home Care may be provided by a Nurse, a Home Support Worker or other health professional.
- ◆ The care is based upon assessed need and follows a care/service plan agreed by the client/family and the care team.
- ◆ Services are aimed to promote independence and build upon current support abilities while avoiding duplication other services.

Health Services will vary from region to region and will be arranged in collaboration between yourself, your family and the nurses.

What does the Intake Process Involve?

A complete and holistic health and home assessment is carried out by the trained staff. It includes:

- Your physical and mental abilities
- Your state of health
- Ability to cope
- Risk of injury and falls
- Home Safety
- Social/family support

A decision to provide services will be made based on the assessment, and the service received will be tailored to meet the needs of the client.

Once accepted into the program, a care plan will be developed in partnership with you, your family and the nurse. The care plan will outline the services required, how often services occur, and how long services will be given for.

The care plan and services will be reviewed on a regular basis.

Services are delivered by considering service needs of clients, available program resources, urgency of need and risk to the client in their current setting.

Types of Health Services Available

- Caregiver support/respice services
- Assessment of health status and/or medical procedures
- Preventative Health Services
- Teaching and supervising self care
- Teaching care and procedures to family members and other caregivers
- Palliative or End of Life Care
- Monitoring of chronic health conditions
- Assistance with personal care such as bathing/showering, hygiene and grooming
- Toileting and incontinence management
- Rehabilitation to maximize function
- Nursing services such as post surgical and trauma care, wound care, ostomy care, dressings, IV therapy
- Assistance to obtain medical-surgical supplies, equipment loan and assistive devices (e.g. walkers, canes)
- Medication management
- Elders exercise program
- Connecting to other agencies/services