

YOUR APPOINTMENT

It's important to be home for your appointment with your professional.

If you cannot be home, let us know by calling the phone number that will be given to you.

The appointment can sometimes be rescheduled.

If you do not answer, we will try to contact you or your loved ones to make sure that you are safe.



Source : iStock

TIPS AND GIFTS

The professionals who come to your home to provide care are remunerated. Tips and gifts cannot be accepted.

DISSATISFACTION OR COMPLAINT

If you are dissatisfied with the services you receive, you can speak to your professional who will guide you through this process.

To file a complaint, please contact the Service Quality and Complaints Commissioner :

- By phone : 450 432-8708 or toll-free 1 866 822-0549
- By fax : 450 431-8446
- By email : info-plaintes@ssss.gouv.qc.ca

Home Support access point

1 833-217-5362

User satisfaction survey :
(available in French only)



www.santelaurentides.gouv.qc.ca

Home Support Services

LE CISSS DES LAURENTIDES
complice de votre santé



Source : iStock

**Information pamphlet for users
and their loved ones**

Communications - Octobre 2024



Home Support program

SERVICES

Home support services are for people living with a temporary or permanent incapacity caused by loss of autonomy related to ageing, a disability, a chronic disease, surgery or a terminal disease

The team can provide you with the following services to enable you to stay at home and maintain your autonomy:

- Nursing care
- Medical care
- Home care
- Psychosocial services
- Respiratory therapy
- Nutrition services
- Rehabilitation
- Equipment loans

NEEDS ASSESSMENT

Once you have requested this service, a professional will come to your home to assess your situation. Services will then be put in place based on your intervention plan, determined by you and your professional, and according to available resources. Your assessment and your intervention plan will be reviewed once a year or as your situation changes.

Home support services are offered in collaboration with other health services and community organizations that serve as valuable partners. Your caregiver is also a precious ally in helping to keep you at home.

TO HELP US HELP YOU

The care team relies on you and your loved ones cooperation. A few guidelines must be followed to ensure healthy and safe living conditions, while ensuring dignity and respect.

GUIDELINES

- Have available and use the technical aids recommended for your safety (patient lift, hospital bed and equipment for personal hygiene, if needed). The equipment loan service can provide some of the equipment you need;
- Unclutter circulation areas, remove or attach throw rugs, wires, etc.;
- Agree to the mandatory use of safe shoes by your professionals;
- Keep technical aids and care areas clean;
- Allow only the Home Support staff to use the care equipment.

RULES OF CONDUCT

PETS

If you have pets, they must be kept in a closed room or outdoors, to protect the health and safety of the care staff.

SMOKING

We ask that you do not smoke while the staff is visiting your home since they may not want to be exposed to second-hand smoking.

VISIBILITY OF YOUR ADDRESS

Your home address must be visible from the street, in all seasons.

IN WINTER

Your entrance, driveway, stairs and balcony must be cleared and sand must be applied.

NON-COMPLIANCE

You must comply with all of the rules of conduct. If not, the CISSS des Laurentides could suspend or cancel your home support services.

YOUR SAFETY AT HOME

A list of telephone numbers, including **911**, should always be within reach, near your phone.

Emergency call systems exist to ensure your safety. Ask your professional or the CLSC for more information.



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