

An illustration of an elderly couple standing in front of a brown house with a red roof. The man is wearing a green sweater and brown pants, and the woman is wearing a brown jacket and a teal skirt. The background features stylized trees and bushes in various shades of green and teal, with large circular shapes in orange, teal, and light blue.

# HOME CARE SERVICES

AND HOW TO  
ACCESS THEM

[santemc-homecare.ca](http://santemc-homecare.ca)

Québec 

# ELIGIBILITY FOR SERVICES

**To be eligible for homecare services, you must meet the following requirements:**

- You must be homebound because of a temporary or permanent disability.
- You need to receive a portion or all of the necessary assistance in your home.



**If increased health problems and limitations are making it more difficult for you to continue living in your home, then perhaps it is time to ask for help from your local community health and social services. Together with partner organizations, they offer assistance to help you stay safely in your home as long as possible.**

## **How to access services:**

- You, someone close to you, or a health professional can make a request for services by calling the intake team of Home Care Services.
- If there is voice mail, leave a message and you will be contacted within a short delay.
- Mention your spoken language and the team will do its best to accommodate you.
- A professional will assess your situation over the phone to determine eligibility.
- Referrals to partner organizations and suggestions to improve your situation might be made over the phone.
- For complex situations, the request will be transferred to a professional who will make a home visit.
- All information given to a health care professional is confidential and can only be shared with your authorization.

## ASSESSMENT IN YOUR HOME

- It is helpful if a family member or a friend can be present with you.
- The health care professional will do a complete assessment of your needs and of the resources you have at your disposal.
- They will also observe your home environment in order to ensure your safety as well as that of those who will be providing services in your home.

### **Type of services offered:**

The type of home care services offered depends on the assessment and are adapted to meet your needs.

### **Examples of services offered:**

- Recommendations for adapting your home.
- Professional care such as: nursing, physiotherapy or psychosocial support.
- Assistance with personal care.
- Advice on nutrition and healthy lifestyle habits.
- Support and respite for caregivers.

## PARTNERS IN YOUR CARE

You and your loved ones are full partners in your care.

### **You must be willing to:**

- Participate in all decisions.
- Give your consent.
- Cooperate with the health service providers.





**Visit us at**  
**santemc-homecare.ca**



Homecare services in your area:

**CLSC Samuel-de-Champlain**

(Champlain Area)  
450 462-5180, Ext 0

**CLSC de la Vallée-des-Forts**

(Haut-Richelieu–Rouville Area)  
450 358-2578, Ext 4257 (health)  
450 358-2578, Ext 4185 (psychosocial)

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