

Client Guide Community Care Support Services

Effective April 1, 2024

Service guidelines and fees subject to change without notice. Some services are not available in all areas.



For information, to access additional services, or to express comments or concerns about your individual service plan, contact your local office:

40 Rabbit Street, Box 001, Lakefield, ON K0L 2H0
Phone: 705-652-8655 E-mail: lakefield@commcareptbo.org

Help at Home

Brokered Helpers offer a wide variety of skills to assist those who have difficulty managing their own light housekeeping, yard work or one-time home maintenance jobs.

Brokered Helpers are not employees of Community Care; they work independently in partnership with the agency. The role of Community Care is to screen Brokered Helpers and match them to work requests. Community Care does not inspect work done and is not responsible for any work performed by the Brokered Helper. Any arrangement made for services with a Brokered Helper is a private business agreement between you and the Brokered Helper. Community Care recommends the hourly rate to charge, but the final fee will be negotiated between you and Brokered Helper.

- You must make all requests through the Community Care office.
- Before a job is started, you will meet with the Brokered Helper to: Discuss the work being requested; determine the time and manner the work is to be done; and negotiate the fee.
- Brokered Helpers are not permitted to: Drive you; provide personal or medical care; be involved in your financial or legal business; or engage in any other activity which could risk injury to you or the Brokered Helper.
- You will pay the Brokered Helper directly after the service has been completed.
- Brokered Helpers may refuse any jobs that fall outside the scope of this service.

Brokered Home Help

- May include light housework (dusting, vacuuming, mopping, general cleaning), light meal preparation, laundry, changing beds, or shopping.
- Provided on a regular basis, e.g. weekly, bi-weekly, monthly or other prearranged schedule.
- Cleaning is limited to your living quarters only.
- Requests requiring heavier cleaning, or lifting or moving heavy items may be declined.
- You are expected to provide cleaning products and equipment.

Brokered Home Maintenance

- May include minor home repairs, yard work, gardening, snow shoveling, and washing exterior windows.
- Service is not intended to involve major jobs or replace commercial tradespeople.
- You are responsible for the cost of all materials required to complete the work.
- Requests to climb on roofs or work at heights higher than one storey will be declined.
- Intended for properties where you live.

Transportation

Conventional and fully accessible modes of transportation can be provided to enable you to attend medical appointments, manage daily errands, and attend social activities. Fees are charged to reimburse expenses incurred by volunteer drivers or the agency in providing this service.

- **All requests for drives must be booked in advance through the Community Care office.** You may not call volunteers or Specialized Transportation Drivers directly to request service.
- Requests for drives must be made in advance and will be accepted based on demand and available resources.
- You are required to provide all necessary details when making your request:
 - name, address, telephone number
 - date, time, and address of destination
 - an estimate of how long the appointment could take.
- Drives outside office hours are provided for medical appointments only.
- For City of Peterborough residents, drives outside the City are for medical appointments only.
- For County residents, drives outside the County of Peterborough are for medical appointments only.
- You may be accompanied by another passenger/escort only if pre-approved by the Coordinator.
- The assigned driver will call you before the scheduled drive, to confirm information and arrange the pick-up time.
- You must pay all fees to the driver in cash (cheques are not accepted), unless other arrangements are approved by the Coordinator in advance.
- You are responsible to pay all parking fees.
- Drivers are instructed not to accept tips.
- You must call the office to cancel any drive. A minimum of six (6) hours' notice is required or a cancellation fee will apply.
- Smoking is prohibited and food may not be consumed while the vehicle is in motion.
- You must wear a seatbelt (including wheelchairs) at all times.
- You must be seated and facing the front of the vehicle while in motion. If you use a scooter with our accessible vehicles, you must transfer to a seat and your scooter will be secured. If you cannot transfer, you must complete a waiver absolving CCP of responsibility for any damage resulting in the transportation of a passenger on a scooter.

Volunteer Drivers

Volunteer drivers use their own vehicles to provide transportation. You must be able to get in and out of a conventional vehicle safely and independently. Volunteer drivers may provide minimal assistance but will not provide personal care or excessive physical support.

Accessible Transportation

Residents of rural areas in the County of Peterborough may use the **Caremobile**. It provides fully accessible transportation to those unable to access conventional modes of transportation due to physical disabilities. You are responsible for bringing an attendant. Trip tickets may be purchased.

Call **705-749-0036** and leave a message with your trip details.

Shopping Buddy / Volunteer Attendant

Whenever possible, a volunteer may be provided to assist you to use Transportation services to overcome specific barriers you may encounter. Volunteers can help you shop for groceries, holiday gifts or personal items, or provide additional support for you to attend appointments.

Access to Primary Care (APC)

If you require support to attend eligible medical appointments, a Personal Support Worker (PSW) can provide transportation and accompaniment. The service is for individuals who require assistance beyond what is offered by a volunteer driver due to mobility or cognitive limitations. Eligible appointments include primary care providers and related appointments. Lab visits, specialists, diagnostics, outpatient procedures, surgeries, and other medical appointments will be considered on a case-by-case basis.

APC offers individualized assistance, including 3 or more of any of the following supports from a PSW:

- Assistance in your home prior to the appointment if you need help to prepare;
- Transportation in the PSW's private vehicle or accompaniment in an accessible vehicle;
- Escorting you to the waiting room for your appointment;
- Accompaniment into appointments to take notes and/or provide support;
- Assistance scheduling follow-up visits;
- Personal care during the course of the outing;
- Reviewing your primary care provider's instructions upon arrival home.

If you do not require the full scope of support available through Access to Primary Care, you may be referred to the Transportation service provided by volunteers or accessible vehicles.

The PSW accompaniment and transportation is free, but you cover the cost of parking.

After registration for APC is complete, you may schedule PSW accompaniment by calling **705-872-6850**.

Social and Diner Events

Friendly Visiting – In Home

Those living or spending a lot of time alone may enjoy a weekly visit from a friendly volunteer to share activities and companionship. Visits take place in your home at a mutually agreed upon time, generally for one to two hours. Volunteers do not provide personal care, housekeeping, transportation, counselling, or caregiver relief.

Friendly Visiting – Telephone

As an alternative to in-home visiting, you may receive a weekly call (15-30 minutes) from a volunteer for a friendly chat over the telephone. If the volunteer does not reach you, they are not obligated to try and call again that week.

Diners' Clubs & Social Drop-Ins

Be added to our call list to be invited to enjoy a diners' club hot family style meal and entertainment. Your RSVP and payment is due a week prior to each event. Other social opportunities include weekly BINGO, euchre, and colouring on the first Saturday of each month. Contact the office for details.

Available in: Apsley, Buckhorn, Chemung, Havelock, Lakefield, Millbrook, Norwood

The style varies by location but may include a meal or refreshments, entertainment, guest speakers, or activities that promote health and well-being.

Healthy Eating

Nutritious, affordable meals prepared according to Canada's Food Guide are delivered regularly to ensure nutritional needs are being met. Diabetic, low salt, low fat diets and some texture modifications can be accommodated.

- For health and safety reasons, meals cannot be left if you are not home.
- 24 hours' notice is required to cancel or change any meal delivery. If you are not home or refuse a meal when delivered, you will be charged for the meal.
- You may pay at delivery using cash or cheque, or invoicing may be arranged.
- You are encouraged to have food stock on hand in the event that delivery is cancelled due to emergencies or inclement weather. Cancellations will be broadcast on 100.5 FM FRESH radio.

Meals on Wheels - Hot Meals

- Freshly cooked meals, prepared by a local food service provider.
- Delivery by volunteers within the Lakefield service area on Tuesdays and Thursdays between 11am and noon.
- The meal plan is rotated to provide variety, however, there is no menu available.
- A Hot Meal includes soup, main entrée, roll, and dessert.
- Hot Meals can generally be arranged within 2-3 days of your request.
- Safe Storage and Handling Guidelines:
 - If not eaten immediately, the meal should be put in the fridge, or frozen.
 - Fridge life for most meals is 2-3 days.

Meals on Wheels - Frozen Meals

- Choose from the menu which offers a wide variety of entrees, soups and desserts (see brochure).
- A selection of items for renal, gluten-free, lactose free and vegetarian diets, pureed or minced items is also available. Advance notice may be required to order these special diet items.
- Pick up at the Community Care office or arrange for free delivery (minimum three items).
- Safe Storage and Handling Guidelines:
 - Keep frozen at -18C.
 - Heat from frozen in a regular or microwave oven. Toaster ovens are not recommended.
 - Refer to individual heating instructions.
 - Consume by best before date on label.
 - Do not refreeze.

Grocery Shopping/Delivery

- This service is available upon request.
- Contact the office for details regarding scheduling and costs.

Safety at Home

Lifeline

Referrals can be made for this easy-to-use personal emergency response service that allows clients to live confidently and safely at home with the knowledge that they can summon help any time of the day or night. Options exist for fall detection technology and for GPS tracking for individuals who may wander.

Telephone Reassurance

Regularly scheduled calls are made to check on your safety and well-being. If the call is not answered within 2 hours, and/or if there is cause for concern, pre-determined contact people will be asked to check on you. If contacts cannot be reached, or if the situation is deemed an emergency, Emergency Services will be called.

- Calls are made at a pre-arranged time for one or more days per week, including weekends and holidays.
- You will provide phone numbers of at least two contacts who can access your home.
- You must inform your contacts of their role and responsibilities.
- To prevent unnecessary concern, you must notify the Community Care office in advance if you will not be home for your scheduled call.

Health and Wellness

Blood Pressure Clinics

Trained volunteers measure blood pressure and share information about maintaining a healthy lifestyle. Clinics are by appointment on the 1st and 3rd Wednesday of every month.

Fitness, Exercise and Falls Prevention Classes

Exercise is key to staying strong, energetic, and healthy as you get older. Classes are offered in many locations across the County and are geared to seniors. A variety of weekly classes –such as chair yoga, fitness, Pickle Ball, Zumba Gold, exercise, and falls prevention – are offered at the Lakefield Legion, The Regency Retirement Home, and the Community Care office at 40 Rabbit Street. Contact the office for more information or visit www.commcareptbo.org to view the schedule.

Foot Care Clinic

Trained volunteers provide basic skin care and toe-nail trimming to promote and maintain comfort and mobility. If your feet require attention beyond basic care, you may be referred to your primary care provider or a podiatrist.

- Peterborough** - 185 Hunter Street East – Tuesday and Thursday morning
No clinics are held in July and August
- Havelock** - Community Care Office -17 Smith Drive
- First and third Thursday of every month

- By appointment only.
- 24 hours' notice is required for cancellations or you will be billed for the full fee.
- You will receive a reminder call 2-3 days prior to each appointment.
- You are asked to bring two hand towels to each appointment, and to wash and soak feet for 10 minutes in the evening before the appointment. Bring a list of medications to the first appointment.

Medical Equipment Program

A wide variety of medical equipment is available to rent on a short term basis, e.g. walkers, wheelchairs, commodes, bath chairs, etc. Community Care provides no warranty as to the condition of the item. You should ensure that the equipment is complete, in good repair, and suitable for the intended purpose.

Available in: Apsley, Buckhorn, Chemung, Havelock, Lakefield, Millbrook

Hospital to Home

Home At Last (HAL)

HAL is a settlement service that supports you to settle in at home safely after a hospital stay. This free service is provided by a Community Care Personal Support Worker.

- A Personal Support Worker (PSW) drives or accompanies you home from hospital.
- Settling in may include picking up prescriptions, groceries, or medical equipment; assisting with unpacking; light housekeeping including meal preparation; providing personal care; offering complimentary frozen Meals on Wheels; and completing a safety assessment.
- Staff conduct follow-up calls and may refer you and your family to other community services.
- Referral forms are completed by staff at Peterborough Regional Health Centre.
- Service can often be arranged if you are admitted to a hospital outside of Peterborough.
- Inquiries can be made by calling **705-872-6850** or emailing homeatlast@commcareptbo.org

Home First

Promotes safe and timely care and services to meet the needs of patients and their families following a hospital stay. Eligible patients may receive short-term assistance with individualized supports upon discharge. Referrals are managed by the *Ontario Health East Home and Community Care Support Services*.