



**COMMUNITY CARE  
FOR CENTRAL HASTINGS**

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**COMMUNITY CARE  
FOR CENTRAL HASTINGS**

Supported by:



# Program Information for Clients

November 2020

## WELCOME TO OUR AGENCY

Community Care for Central Hastings provides programs and services for seniors and adults with physical disabilities who live in Marmora, Madoc, Stirling, Tweed, Tudor & Cashel Township and the surrounding areas.

We encourage you to read through this booklet to get an idea of the programs we offer. If you would like more information about any of our programs and services, please contact us.



This information cannot be used for any other purposes without your permission.

- Your PHI is kept in a secure location.
- Your PHI will only be viewed by authorized people who deliver your services.
- All health service providers have signed contracts to keep your information confidential.
- When a person views your information it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law.
- We will investigate any suspected breach or unauthorized access to your PHI.

If you would like to know more about how your personal health information is handled and shared with our partner organizations, please look on our website [www.CCCH.ca](http://www.CCCH.ca) or contact our office 613-478-CCCH.

For more information Ontario's privacy laws:  
Information and Privacy Commission of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8  
(f) 416-326-3333 or 1-800-387-0073  
<http://www.ipc.on.ca>



## Your Personal Health Information

Your Personal Health Information (PHI) is important and allows us to provide you with better services. Often that information is used when performing assessments to determine your health service and support needs. Your assessment may include details on: your physical and mental health, your personal health history or your current living conditions. Unless you tell us not to, we share your assessment information electronically with other health service providers (Circle of Care) who will provide you with support now and in the future.

### Sharing Your PHI

We use a secure electronic system to share your health information with other health service providers. This allows them to view the information necessary to provide you with the services you need.

If you have agreed to share your PHI, the information in your assessment will be used to:

- Provide health support and services based on your needs;
- Make sure your providers have the most up-to-date and complete record of your health history and needs;
- Help us see where there might be gaps or overlaps so we can provide services where they are most needed;
- Make sure everyone is getting the right support and services.

The Personal Health Information collected in your assessment belongs to you. The privacy and protection of your PHI is a priority. In the assessment process, we only collect the health information we need in order to determine your services and support needs.

## DINERS CLUB

This program offers a homemade, nutritious meal to seniors who enjoy getting together with others from their community for a bi-monthly or monthly luncheon.

Meals are served in a central location in each community with excellent entertainers or a guest speaker depending on the month. We ask that you bring your own dishes. Lunch is served at 12:00 noon.

Please Note: The Diners Club does not run during July and August.

### Locations

- MADOC — 2nd Monday of every other month at St. John's Anglican Church Hall, starting October
- MARMORA — 2nd Wednesday of every other month at Marmora & District Community Centre, starting October
- STIRLING — 4th Monday of every other month at St Paul's United Church, starting September
- TWEED — 4th Wednesday of each month at the Tweed Lions Club Hall, starting September



Please call CCCH if you're interested in reserving a seat at the table!



## LUNCHEON SOCIALS

Held in the common room at 43 Matthew Place in Marmora, on the 4th Thursday of each month (seating begins at 11:30).

Get together with friends and neighbours and enjoy some social time and a delicious home-style meal.

Volunteers from your area will help as servers. Tea and coffee is provided. To ensure we have enough meals, we ask that you call the office to sign up.

## SERVICE COMPLAINTS & APPEALS CCCH POLICY # CLI-7-27

Community Care for Central Hastings will provide and publicize a means of resolving complaints from clients and appeals of eligibility for service decisions relating to clients and potential clients.

### PURPOSE

To provide a fair, timely and confidential process that results in client satisfaction while upholding the integrity and mandate of the agency.

### PROCEDURES

Clients or potential clients who wish to appeal a decision or make a formal complaint about an incident or service issue, will adhere to the following procedures:

1. The client will submit his or her appeal or complaint, in writing, to the Executive Director who will respond, in writing, within two weeks. If it is related to the Executive Director, it will be made to the Executive Committee.
2. If the appeal or complaint is not resolved, the Executive Director will forward it to the Executive Committee of the Board, which will respond within two weeks.
3. The decision of the Executive Committee will be conveyed to the client in writing.
4. If the appeal or complaint is still not resolved by the agency, the client may take it to the Health Services Appeal and Review Board (HSARB). Both parties must abide by the decision of the Board and are unable to appeal their decision to a higher judicial system.

## CLIENT RESPONSIBILITIES

As a client, you have the responsibility to:

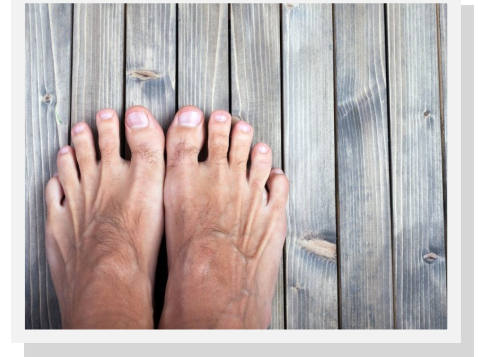
1. Contact the office to request service.
2. Respect volunteer and staff privacy and human rights.
3. Contact volunteers 'only' through the office.
4. Ask the volunteer to perform only those tasks that have been pre-arranged through the office.
5. Provide supplies and equipment required for Home Making | Home Maintenance as required.
6. Contact the office if you will not be at home to receive services.
7. Pay your invoice in a timely manner.
8. Speak to staff if you have a concern or complaint.



### BECOME A VOLUNTEER!

Our programs wouldn't be available without the support of volunteers. If you have a few hours to spare and would like to make a difference, please give us a call. We would love to hear from you!

## FOOT CARE CLINICS



Clients who need help clipping their toe nails, or who suffer with corns, ingrown nails, calluses will love this program. We offer dry foot care clinics in Tweed office, by appointment only.

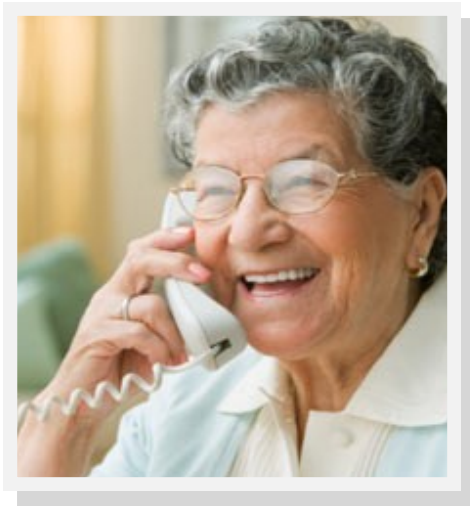
Our foot care service is provided by a Registered Nurse. Please call our office if you are interested in this program or to book an appointment.



### KINDNESS

*“No act of kindness,  
no matter how small,  
is ever wasted.”*

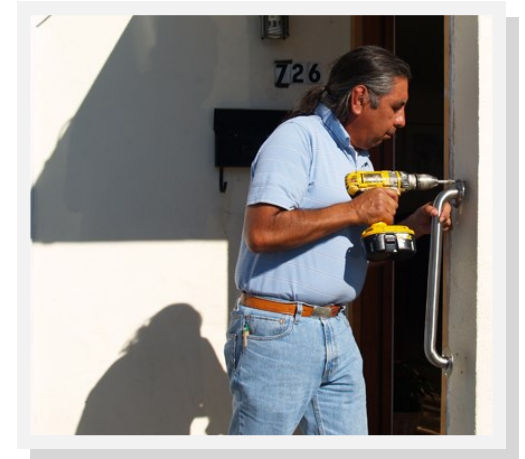
*~ Aesop*



## CLIENT BILL OF RIGHTS

As a client receiving services from Community Care, you can expect that:

1. You will be treated with dignity and respect.
2. You have the right to choose the amount of service(s) you receive, within the agency's limitations.
3. You may choose to refuse service.
4. You will be advised, in advance, of the cost of service.
5. You will be asked to evaluate our service(s) on a regular basis and have your comments or concerns addressed.
6. All service providers will have proper identification.
7. All service providers will receive on-going training.
8. All service providers will receive supervision.
9. All client files and information will be kept confidential.
10. A receipt of "Letter of Confirmation" will be provided upon request.
11. You may appeal to the Executive Director if you feel service is not adequate or appropriate.
12. Work will be completed in a safe manner.



## CLIENT REASSURANCE PROGRAM

In an effort to ensure communication and the safety of our clients we offer this 'touch base' program.

**Reassurance Calls** are made by volunteers on a regular basis each week to provide a friendly voice and reassurance. The client can decide how many calls a week they prefer. There is no charge for this program.



## TRANSPORTATION

### To Cancel a Ride

#### **By the Client**

Cancellation must be made before 4:00 pm on the business day prior to the trip.

#### **By the Agency**

Cancellation of a scheduled trip will occur in the event of inclement weather or other difficulties experienced by a Volunteer Driver. All clients will be called as soon as possible.

#### **Statutory Holidays and Weekend Service**

All statutory holidays are observed and the office is closed on weekends. However, we can make arrangements for transportation for you on holidays and after hours provided enough notice is given and a driver is available.

**Please Note:** Drivers are volunteers and their time is valuable. In addition to the trip set fee, you are also responsible to pay any costs for parking or extra stops. We ask that you do not schedule a trip if you have symptoms of a respiratory illness such as fever, shortness of breath, bad cough, shakes or chills within 24 hours preceding the trip.

## MEALS ON WHEELS

Our homemade 'hot' Meals on Wheels are prepared by our own cook with the help of our volunteers in our very own kitchen. They are delivered to your door every Tuesday and Thursday between 11:30 a.m. and 1:00 p.m. To order a meal, please call our office no later than noon the day before. Our monthly menus can be viewed on our website and are sent to our current clients every month.

Please be sure you are at home to receive your meals or make arrangements for someone to receive it for you. Your meal will not be left if you or a designate are not at home to receive it. If you need to cancel a meal, please notify our office no later than noon the day before the scheduled delivery.





### **CANCELLATIONS FOR MEALS ON WHEELS**

If you need to cancel a meal, please notify our office no later than noon the day before. We will contact you or announce on the local radio stations if inclement weather forces cancellations. (Remember that volunteers deliver your meals.)

### **STATUTORY HOLIDAYS**

All statutory holidays are observed.

We recommend frozen dinners  
be ordered for the holidays.

A menu is available upon request.

## **TRANSPORTATION To Schedule a Ride**

You must call CCCH at least 72 hours prior to the time of your appointment. The coordinator will contact one of our volunteer drivers to arrange transportation.

We will need to know where you live, your phone number, the nature of the trip (i.e. medical, essential shopping or other), your appointment time and the address of your destination.

Please tell us about any additional stops you need to make, including approximately how long your appointment will be and any other information you think would assist in the arrangement of the ride.

Please note that transportation arrangements are scheduled in order of priority; medical and other professional trips being first, essential shopping in your home town (an example would be groceries and drug store) being second.

Our drivers pick you up at the prearranged time, take you to your appointment, wait for you and they will bring you back home. Please do not expect the driver to make unscheduled stops. Any stops you wish to make need to be discussed before the arrangements are finalized.



## TRANSPORTATION ESCORTED VOLUNTEER OR MOBILITY VAN

CCCH Volunteer Drivers are available for long distance and local trips for medical appointments, shopping or social activities.

### Our Volunteer Drivers

- Are carefully screened
- Have access to free training opportunities
- Respect privacy and confidentiality
- Volunteer an average of three hours a week
- Find tremendous satisfaction in volunteering
- Are appreciated!

Our Mobility Van provides another option for accessing medical care. The van is capable of transporting wheelchairs, including a variety of other mobility assisted devices and additional passengers.



## FROZEN MEALS ON WHEELS

Our homemade frozen meals are prepared and frozen in our own kitchen! Once you sign up for the program, either a trained volunteer or the Program Coordinator will contact you for your order. Our meals are packaged so they can be reheated either in a microwave or oven. These meals are handy when hot meals are not being served or during the winter months when you are unable to make a trip to the grocery store. For more information or to place an order, contact the office.

### **BILLING**

You will be billed once a month for the meals you received in the previous month. Payment can be made by cheque, credit card over the phone or if you're paying in person, by debit card or cash.

## HOME MAKING | HOME MAINTENANCE

Community Care's Home Making | Home Maintenance Program matches in-need clients with Brokered Workers. Brokered Workers can assist with household tasks both indoor and outdoor, including one-time specific jobs. Brokered Workers will not provide assistance with personal care or become involved with a client's financial and/or legal matters. This service is not intended to involve major jobs to compete with commercial tradespeople. Clients may contact CCCH at any time to request assistance through this program.

**Indoor Homemaking** tasks are considered regular, on-going assistance with routine household tasks such as grocery shopping, meal preparation, laundry and light housekeeping.

**Outdoor Maintenance** tasks are considered yard work or general clean-up in the yard.

**Maintenance** tasks such as the installation of safety rails or minor home repairs are also available both indoor and outdoor. The client is responsible for any materials/supplies that may be required. Fees for services rendered will be billed directly to the client, at the price set by CCCH and agreed upon during setup between by Client and the Brokered Worker. Fees for services approved by SE LHIN can not be changed by Brokered Workers. Fees paid and client's satisfaction is monitored by the monthly Brokered Worker Report completed by the Brokered Worker and signed by the client.

## HOME MAKING | HOME MAINTENANCE

### Information regarding Brokered Workers

Brokered Workers offer a wide variety of skills. These skills may have been learned through on-the-job experience, personal interest or previous employment. Brokered Workers are often retired individuals who desire to remain active in the community. Brokered Workers must meet the agency's screening requirements; screening includes a criminal record check, reference check (with a minimum of two references supplied by the Brokered Worker) and completion of an orientation.

Brokered Workers are not employees of Community Care; they work independently. Community Care does not provide insurance coverage for Brokered Workers. If an accident or loss should happen, the client would have to rely on the Brokered Worker's insurance or the client's own insurance coverage. Community Care is not liable for any injury or loss that occurs from the client / Brokered Worker relationship.

Community Care does not inspect work completed by the Brokered Worker, and is not responsible for any work that is performed by the Brokered Worker. Any arrangements made for services with a Brokered Worker is a private agreement between the client and the Brokered Worker.

