



Navigating the system

- Considering available services
- Eligibility requirements
- Decision-making
- Encouraging service use

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Public health care system

- Focus on *Home & Community Care*
- Services provided by 5 regional Health Authorities:
 - Fraser Health
 - Interior Health
 - Northern Health
 - Vancouver Coastal Health
 - Island Health
- www2.gov.bc.ca (Health>Health Care System>Partners)

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Home and Community Care

- Provides a range of health care and support services
- Information at: www2.gov.bc.ca (*Health>Accessing Health Care*)
- Or call HealthLink BC at **8-1-1** or visit www.healthlinkbc.ca

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Home and Community Care

Home and Community Care Policy Manual

- Provides detailed information about policies
- Describes eligibility for services
- Explains process for determining client rates
- Available at www2.gov.bc.ca (*Health>Accessing Health Care>Home & Community Care >Accountability*)

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Service overview and definitions

- Home Care
- Home Support
- Choice in Supports for Independent Living (CSIL)
- Adult Day Programs
- Respite Care

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Navigating the system



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Home care

- To help people remain at home for as long as possible
- Focus on medical care
- Nursing and community rehab services
- Can provide safety assessments of the home

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Home support

- To help people remain at home for as long as possible
- Service is provided by a care aide
- Personal assistance with daily activities (personal care)
- Services performed may vary between regions

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Choice in Supports for Independent Living (CSIL)

- Client manages their own services
- Eligibility depends on:
 - ✓ Need for daily personal assistance
 - ✓ Ability to direct all aspects of care
 - ✓ Ability to manage care service
- This program is not appropriate for everyone.

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Adult day programs

Programs may include:

- Recreation and social activities
- Personal care services
- Meals
- Transportation

Note: There may be a waitlist. Make your request early.

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Respite care

- Short-term admission to a respite bed in a facility
- May be eligible for up to 30 days of respite care per year

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Fees for public services

Professional Services:

- No daily charge for Case Management, Nursing and Rehabilitation services

Home support services:

- Daily charge (per diem) depending on income

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Fees for public services

Adult Day Programs and Respite Care:

- Both programs charge a fixed daily rate, but concessions may be made where there is financial hardship

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Veterans Independence Program

- Federal home care program
- Provided by Veterans Affairs Canada
- Complements provincial programs for those who are eligible
- Call: 1-800-552-2122
- Visit: www.veterans.gc.ca

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Eligibility requirements

Home Care or Rehabilitation Services:

- Resident of B.C.
- Canadian citizen or permanent resident status
- Require:
 - ✓ Care following hospital discharge
 - ✓ Care at home rather than hospitalization
 - ✓ Care due to terminal illness

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Eligibility requirements

Other subsidized services:

- 19 or older
- Lived in B.C. for at least 3 months
- Canadian citizen or permanent resident status
- Unable to function independently due to chronic health-related problems or an end-stage illness

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Eligibility requirements

Who can make a referral?

- The individual or their representative
- Health care providers (nurse, doctor, social worker, pharmacist, etc.)
- See “Eligibility for Services” in *Home and Community Care: A Guide to your Care*

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Application process

- Initial contact is done by telephone
- If need is apparent, an in-home assessment is done by a case manager
- Case manager will review last year’s income tax return to determine per diem rate

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Role of case manager

- Acts as coordinator of services
- Makes home visit to assess a person’s health care needs and eligibility
- Works with family caregiver to develop a care plan of appropriate services
- Reviews care plan and makes adjustments when notified that care needs have changed²¹

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Role of case manager

- Be sure to update your case manager about all changes in care needs on a regular basis
- Ask your case manager about services that may be helpful now **and** later.

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Preparing for an assessment

Case manager may ask to see:

- B.C. Care Card
- Prescription medications
- War veteran and pension cheque stubs
- Most recent income tax return/notice of assessment
- Doctor(s) contact information
- Contact information of close relative/friend

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Preparing for an assessment

- Make a list of questions in advance
- Write down tasks that the person needs assistance with, such as:
 - ✓ bathing
 - ✓ dressing
 - ✓ toileting
 - ✓ eating
 - ✓ meal preparation

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Preparing for an assessment

Interviewer uses standard assessment tool.

Some examples of what they are looking at:

- Cognitive functioning
- Communication abilities, vision, hearing
- Mood and behaviour patterns
- Social functioning
- Physical functioning
- Safety of the home environment

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Decision-making

When is it time to access services?

- Sooner rather than later
- Add services as care needs increase

Who decides which services to use?

- The person with dementia
- A legally-appointed decision maker

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Decision-making

What makes the decision to access services challenging?

- Dilemma: a situation requiring a choice between two equally undesirable alternatives
- Emotions get stirred up: tug-of-war between emotions and logic
- Reality of finite physical and emotional energy

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Decision-making

What makes the decision to access services challenging?

- Transition of authority
- Role changes
- Family dynamics



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Decision-making

Emotions that might get stirred up:

- Sadness (the disease is progressing)
- Discomfort with questions that seem intrusive
- Discomfort with 'strangers' in the home
- Frustration that the services available might not be a great fit

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Decision-making: conversations

- If possible, involve the person with dementia.
- Recognize that dementia intrudes on the ability to make an informed decision.
- Reassure the person that you want the best for him/her and want to keep them safe.

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Decision-making: conversations

- Ask him/her to accept the service for your sake.
- Acknowledge underlying fears.
- Good caregiving sometimes means doing what a person **needs**, not necessarily what the person **wants**.

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Encouraging service use

- Start gradually
- Think creatively about what might work
- Persevere
- Experiment with phrases:
 - ✓ *This is for me, I know you don't want help.*
 - ✓ *This is prescribed by the doctor.*
 - ✓ *This is a free service.*
 - ✓ *This is my friend who needs _____.*
 - ✓ *This is only temporary.*

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Encouraging service use

"Sweetheart, I love you and want to do the best for you. I will take care of you as long as I possibly can. I want you to be safe and well cared for and that might mean letting someone else help us. I just want what is best for you."

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Encouraging service use

Dad, you know that I care about you and want to help you stay in your house. But I need to have some time away for my own health. For my sake, I'd like you to think about staying somewhere else for a couple of weeks. I just want you to be safe."

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Encouraging service use

"I need someone to help clean, because my back is so sore these days. And my friend Mary needs the work to help out her family. I'd really appreciate you going along with this for my sake."

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Encouraging service use

"Everybody at the Centre is counting on you to go today – they need your help to get the work done."



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Encouraging service use

- Be prepared to manage resistance on an on-going basis.
- The person with dementia may no longer be able to understand why services are now needed.

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Additional resources

B.C. Ministry of Health

www2.gov.bc.ca/gov/content/health

HealthLinkBC

www.healthlinkbc.ca

or call 8-1-1

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Alzheimer Society of B.C. Programs & Services

Alzheimer Resource Centres

for information, education, support and referrals.

First Link® Dementia Helpline

1-800-936-6033
604-681-8651 (Lower Mainland)

Minds in Motion®

Weekly exercise and social program for people with early symptoms of dementia and a care partner.

Support groups

- For people with early symptoms
- For care partners

Education

- *Getting to Know Dementia*
- *Shaping the Journey: living with dementia®*
- *Family Caregiver Series*
- *Transition to Residential Care*
- *Dementia Dialogues*
- Tele-workshops

Information bulletins

- **First Link® Bulletin**
- **Connections**
- **Insight** for people with dementia

Website

www.alzheimerbc.org

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Newsletter & bulletins



Connections

A quarterly publication featuring submissions by and resources for caregivers, as well as news, updates and ways to get involved with the Society.



Insight

Educational bulletin for and by people with dementia

To subscribe, visit: www.alzheimerbc.org/News-and-Events/Newsletters.aspx

Or call 604-681-6530 or 1-800-667-3742 (toll free)

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Did you know that the Alzheimer Society of B.C. relies on your generosity to fund its education programs and support services? For information about making a planned gift, either today or in the future, go to:

www.alzheimer.ca/en/bc/Get-involved/Ways%20to%20donate/Create-a-lasting-legacy

To review your planned giving options, contact either:

Leona Gonczy

Phone: 604-742-4926

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Provincial Office (to order handouts/bulletins)

1-800-667-3742 or 604-681-6530

Website

www.alzheimerbc.org

First Link® Dementia Helpline

1-800-936-6033 or 604-681-8651

South Asian Dementia Helpline

1-833-674-5003

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