

ACCESSING HOME SUPPORT SERVICES IN NEW BRUNSWICK

WHAT IS HOME SUPPORT?

Home support services are designed to help people living with dementia remain in their own home for as long as possible and to provide respite for their care partner.

Home support can be either a short-term intervention or a long-term solution, depending on the individual's needs. A social worker from Social Development can collaborate with you to determine the most suitable support plan.

HOME SUPPORT SERVICES TYPICALLY INCLUDE

- Assistance with personal care, such as bathing, dressing, and grooming
- Special exercises, medication administration, and other care needs
- Light housekeeping
- Respite care
- Other community services

COVERING THE COSTS OF HOME CARE

Financial aid for home care services is available to qualifying New Brunswickers through:

- [Subsidies from the Department of Social Development](#)
- [Self-Managed Supports](#) through the Long-Term Care and Disability Support Programs

What's the difference between these two options? Both options require a functional and financial assessment by the department of Social Development. Following these assessments, a social worker from the department will help develop a plan for supporting services. Through Self-Managed Supports, the individual will receive a monthly lump sum payment, and will be responsible to coordinate and manage the services they need.

Note: At anytime, you can stop the process with Social Development. This means that you can decline assessments and choose not to receive supports.

Note: If you don't qualify for financial support, you are still able to access home support services privately.

HOW TO INITIATE THE PROCESS

Home support services can be arranged in three different ways:



Social Development's Long-Term Care or Disability Support Programs: The Long-Term Care or Disability Support program can help you assess, develop a plan, and coordinate the services that best meet your individual goals. The Disability Support Program is for adults aged 19-64, while the Long-Term Care Program is for those 65 and older. Eligible individuals may qualify for financial help towards the cost of services.



Hiring through a Home Support Agency: You can contact a Home Support Agency in your area to arrange services. The Department of Social Development provides [a list of contracted home support agencies](#), which must follow the Home Support Services Standards. You can also visit the [New Brunswick Home Support Association website](#).

Request to meet with a representative to discuss the types of activities you need help with and the duration of the support. Some agencies may visit you in your home to better understand how they can support you.



Hiring a Private Worker to Provide Support in the Home: If you are using self-managed supports, you can hire someone you know who is self-employed (cannot be an immediate family member). It is up to you to determine if their training and qualifications meet your needs.

WHAT TO DO IF THERE IS AN ISSUE



Contact Your Case Manager: A case manager coordinates enhanced care services and ensures the care plan is followed. They address concerns or adjustments needed in the care plan.



Contact Your Financial Assessor: If you are dissatisfied with the results of your financial assessment or you have questions, contact your financial assessor. Consider asking about a temporary cost adjustment.



If you can't reach your case manager: If your case manager is no longer available, request to speak to their supervisor.



Advocacy Resources: Contact the Alzheimer Society for further information on filing complaints and other advocacy tips.

For more advocacy resources, visit:

[New Brunswick Home Support Association](#)

[Home Support Services](#)

[Self-Managed Supports](#)

[List of Home Support Agencies](#)

If you have questions or want to learn more, please reach out to us!

Alzheimer Society of New Brunswick
1-800-664-8411 | (506) 459-4280 | info@alzheimer.nb.ca
www.alzheimer.ca/nb/en/advocacy