

## **The Referral Process for Home Support Services through Vancouver Coastal Health Authority**

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1. Call Central Intake at (604) 263-7377, or speak to the Social Worker or Transitional Service Team (TST) member if you are in hospital.
2. Tell them why you are calling and ask if you might qualify for an “assessment” for home care. They will ask you a number of questions to pre-qualify you to determine eligibility.
3. If eligible, a case manager will come to your home and make an assessment of you or your family member’s needs and determine the number of hours of service per week you may be entitled to.
4. Depending on your income level from the previous year, there may be a per diem (daily fee) that you will be required to pay on a monthly basis to subsidize all or a portion of the home support service.
5. Depending on where you reside in the city, a referral will be made to the appropriate contracted home support provider to set up services.
6. A supervisor from the contracted provider will call you to arrange service days and times. He/she will then arrange for a Community Health Worker (Care Aide) to come to your home at the specified days and times to provide your service.
7. Either before or soon after your service has commenced, a field supervisor will visit you to complete required documentation and go through the care plan and client service manual that the agency has for you.
8. A nurse will visit your home if you require particular nursing tasks to be completed in your home.