

Eligibility criteria

To obtain home care services, you must:

- Be referred by a doctor or other health professional. *(You yourself or someone close to you may make a request for services as long as the necessary information is provided.)*
- Live in the Pointe-Saint-Charles neighbourhood.
- Be unable to go out on your own or with help.
- Make sure that the conditions needed for effective treatment exist in your home. In other words, you and those close to you must cooperate fully with the Clinic's staff by following instructions and respecting hygiene measures.



Who to contact



Pointe-Saint-Charles
Community Clinic

The Clinic

To get in touch with the secretary of the Clinic's Home Care team, please call the number below between 8:00 a.m. and 4:00 p.m., Monday to Friday:

514-937-9251

Feel free to call the nurse in charge of your file if you have any questions or needs regarding your care.

Name : _____

Extension : _____



Info-Santé

Info-Santé

811

You can also call a nurse at Info-Santé if you're worried or you want more information about your health status or your illness. Service available around the clock, seven days a week.



For all
emergencies

911

Emergencies !



HOME CARE SERVICES

Building humanity
and mending lives

Regulations
regarding home care



Pointe-Saint-Charles
Community Clinic

A neighbourhood's health and solidarity!

You are currently receiving home care services from the Pointe-Saint-Charles Community Clinic. To give you quality services, we would like to remind you that a clean, safe environment and adapted supplies are essential.

Home environment

While you are receiving your services, we ask you and those close to you to:

- During treatments, put your pets in another room or on a leash to ensure the cleanliness needed for your care and to avoid accidents.
- Refrain from smoking (including electronic cigarettes) when the Clinic's staff are present and air out the room before the service starts.
- Refrain from consuming drugs or alcohol before the service and when the staff are present.
- Make sure the premises are clean and safe to avoid accidents.
- Use the supplies and equipment provided or recommended by the Clinic according to the rules explained by the health professional.



Responsibilities

The Clinic's responsibilities:

- Foster your autonomy as much as possible.
- Determine whether or not you need assistance.
- Decide on the type of care you will be offered.
- Inform you of the rules on how the services operate.
- Determine what equipment is required to ensure your autonomy and safety and the Clinic staff's safety.
- Prevent accidents that might affect you.
- Reassess services in keeping with your needs.
- Inform you in advance of changes in the schedule of visits.

On weekends and holidays, the Clinic only guarantees care services deemed indispensable.



If the care and services you receive don't meet your expectations, feel free to express your dissatisfaction to the staff concerned, or call us at 514 937-9251.

Of course if you are satisfied with our care and services, we would be delighted to hear your comments on the subject!

Thank you for your cooperation.

I.D. card: Clinic staff members must show you their I.D. card at all times.



Your responsibilities:

- **Cooperate:** It's important for you and those close to you to cooperate in your care, insofar as you are capable. Refusal to cooperate may mean that general home care services are discontinued.
- **Notify:** If you need to be away from home or cancel your services, you must notify the Clinic as soon as possible. Please tell us the date you will be absent and when you will return so that the Clinic can reorganize services for other users.

Note that if you are absent twice or refuse service without prior notice, we will have to suspend your services temporarily, until your worker meets with you to reassess your situation.

- **Respect** the intervention plan and the Clinic staff's work schedule.

The Clinic staff are committed to be respectful and courteous in their interactions with you, and they expect the same attitude in return.