1. What is happening with Vancouver Coastal Health (VCH) support services?
   - After thoroughly reviewing how we deliver home support services in our region, Fraser Health and Vancouver Coastal Health are changing the way home support services are delivered. These changes aim to improve coordination and quality of services by having the health authorities deliver all of their home support services directly instead of using contracted service agencies.
   - In doing so, we believe we can better support people across the Fraser Health and Vancouver Coastal Health regions who live at home and need help with activities of daily living such as personal hygiene, medication supervision, light meal support, getting in and out of bed, and respite care.
   - These changes support the Ministry of Health’s priority to create a more integrated and robust system of primary and community care for the benefit of all British Columbians.
   - A shift to an in-house model will allow for the opportunity to create integrated teams where staff can work collaboratively to meet the clients’ needs in an accessible and coordinated manner across all our regions. It also provides the reliability, quality, and continuity of care that many clients and families in our regions depend on, building a strong foundation so we can continue to support their needs today, tomorrow, and in the future.
   - All active home support workers who are currently employed with one of VCH’s contracted providers (Bayshore, ParaMed, St. Elizabeth and the Greater Vancouver Community Services Society) will be offered employment with VCH and the ability to maintain their current status, including seniority, benefits and pension.
   - Our goal is to ensure that regular and casual home support staff with these agencies are aware of comparable employment opportunities at VCH. All home support staff currently working for one of these agencies, will have these new opportunities available to them.
   - Both health authorities will be working with their contracted providers and unions on a plan to transition all home support services to the health authority over the next 12 months. During this time, the priority will remain on ensuring a seamless transition for home support clients—continuing to provide a high level of care and continuity, as well as maintaining client satisfaction.
   - To accomplish this, clients are being informed of this change as well, and the health authorities are finalizing comprehensive plans on how to safely and effectively transition clients from the contracted providers to in-house supports.
   - We anticipate welcoming more than 1,500 home support workers into our organization over the next 12 months.
   - This change is about enhancing services and improving coordination. Going forward, our clients and their family members can still expect high-quality home support services.
   - As we shift to bring these services in-house we will work with our staff and partners to introduce new innovations and technologies to further enhance our home support model.
   - VCH will continue to work with contract service agencies, as required to ensure continuity of services to clients through this transition and ongoing, during surge

2. Why are the health authorities changing the service model and not renewing contracts with service agents?
   - This change is being made as the contracts with external service providers for home support
services are set to expire in March 2020 and as the health authorities are working with the
Ministry of Health to prepare for new investments and enhancements in home support care.
We believe that bringing home support services in-house across all regions will enable us to
deliver more coordinated and consistent care to clients living in the community.
• There are also opportunities to better align with the Provincial vision for a more coordinated
and connected Primary Health system, with health authorities planning and delivering all
services directly.
• Therefore we will not be renewing our contracts with home support providers as they
come up on expiration.

3. What’s the timing for this transition? Will the transitions across VCH and Fraser
Health happen at the same time?
• Our priority is continuity of quality service for our clients. Fraser Health and VCH will begin the
transition process, working together where they share contracted service providers to ensure a
smooth transition. We anticipate the transition will unfold over the next 12-18 months.
• Vancouver Coastal Health will be working with their contracted providers on a plan to
transition all home support services and staff to the health authority over the next 12
months. VCH will be working with both the providers and unions to transfer staff into
comparable employment opportunities with the health authority.

4. How will this change lead to better consistency for clients?
• Health authorities support clients at home with a range of services and supports. Home
Support Services will be planned and coordinated within this broader context, with all
members of the health care team working together to meet client needs.
• Managing all of VCH and FH’s home support clients centrally will allow for more control over
scheduling.
• We can consider things like areas where there are a higher density of clients, and the ability
for the same worker to return more regularly, thereby improving service continuity for
clients.
• This model provides the reliability, quality, and continuity of care that many clients and
families in our regions depend on, building a strong foundation so we can continue to support
their needs today, tomorrow, and in the future.

5. Will you be cutting some of the tasks/services that clients receive in order to pay for
this?
• No – services to clients will be maintained. Clients will continue to receive the same types
of services that they receive today, at the same costs. In fact we expect to be able to
provide more services, as new Ministry of Health policies enable greater flexibility for
services provided by home care workers.
• Client financial assessments are conducted annually. This focuses on the client’s capacity to
pay, not on the model of care.

6. How does Vancouver Coastal Health’s home support model currently work?
• Of VCH’s total services for home support, 83% are currently provided by contracted
service agencies while 17% are delivered by the health authority directly.
VCH’s current service delivery by Communities of Care is as follows:
- Coastal (North Shore, Sunshine Coast, Sea-to-Sky) uses mainly in-house support, with some contracted service providers for surge.
- Vancouver relies fully on contracted service providers, including Bayshore, St. Elizabeth’s and Greater Vancouver Community Services Society.
- Richmond primarily relies on ParaMed as its contracted service provider.
- We also use some contractors on an as-needed basis, when there are surges in demand for services.

When clients apply for or are referred for Home support services, they are assessed by a health authority Case Manager to determine their needs. Home support services are then scheduled and a home support worker delivers the appropriate level of support for each client.

Typical services for long-term clients include getting them up from bed, helping with oral care, personal hygiene and grooming, as well as toileting functions.

7. How many VCH home support clients will this change impact?
- This change will impact our clients in Richmond and Vancouver. This includes approximately 8,000 clients in total.
- There will be no changes for our Coastal clients (North Shore, Sunshine Coast, Sea-to-Sky), as service for that region is generally provided by the health authority.

8. How many home support workers will this impact?
- We do not have specific numbers regarding staff working in each of the agencies contracted for home support services. We will work closely with the unions to ensure all individuals impacted are aware of new opportunities within the health authorities.
- There will be more jobs and new opportunities and we anticipate that anyone who is qualified and wants a job will have access to a comparable position within one of the health authorities.

9. Will VCH and Fraser Health be offering jobs to the home support workers currently employed by the contracted companies?
- Yes. Our goal is to maintain continuity of care for clients and continuity of employment for staff.
- As such, VCH will be working in collaboration with the contracted service providers and unions to offer employment opportunities to active staff who are currently providing home support services to Vancouver and Richmond clients. Fraser Health will take a similar approach with staff supporting their clients.
- We look forward to offering a great workplace culture to qualified home support workers.

10. What will this mean for those businesses you are no longer contracting with?
- We will work closely with the contract service providers through this transition to ensure continuity of care for clients. It is not clear what their future business strategy will be for these agencies and we are not involved with this planning process.

11. What is home support? Does this include care from nurses and doctors?
- “Home support” refers to personal care services provided by Community Health Workers in an individual’s home. The primary focus of home support is services that include: bathing, dressing,
toileting, mobility assistance, medication management and meal set-up. Home support was created to provide supplementary services to optimize independent function, but is not designed to meet all the clients' needs.

- Home support currently excludes hospitality services such as housekeeping, laundry and future service model is intended to be more flexible and client-focused, and may include additional services and supports, as appropriate.
- “Home care” is a term for the care provided by nurses, physiotherapists, occupational therapists, case managers and other care providers in an individual’s home rather than a clinical setting.
- With the Health Authorities providing home support and home care services directly, there is an opportunity to create integrated teams, where all staff interacting with the clients are connected and working collaboratively to meet clients’ comprehensive needs. This will result in better, more coordinated care and support for clients.

12. How are assessments done for clients’ eligibility? How often are they done?

- Clients may call their local Community Health Centre/Continuing Health Services Office, or speak to the hospital social worker or Transitional Service Team member if they are in hospital.
- VCH then arranges for a health care professional to work with the client and his/her family to help plan for the client’s care and determine their eligibility for home support.
- If eligible, VCH will arrange for a home support provider to meet with the client.
- The home support provider will set up a schedule for a Community Health Worker to assist the client in their home.
- Right now, Community Health Workers may work for an independent agency or the health authority, depending on where the client lives.
- A health professional will continue to assess the client’s ongoing need for support, and help plan for changes in his/her care.

13. How many hours of home support does VCH provide annually?

- Between its contracted providers and its in-house providers, VCH provides over 2 million hours of home support annually.
  - Richmond: 328,626
  - Vancouver: 1,253,044
  - Coastal-Urban: 358,910
  - Coastal-Rural: 136,955

14. How many home support clients does VCH have?

- VCH has around 10,000 clients who receive home support services. The breakdown by our major geographic territories is as follows:
  - Richmond: 1,431
  - Vancouver: 6,347
  - Coastal-Urban: 1,320
  - Coastal-Rural: 770