Welcome to Vancouver Coastal Health - Home Support!

Starting on September 29, 2020, your home support services will be delivered by Vancouver Coastal Health (VCH). Your team name will be South Team.

We are committed to supporting you in your home and making a difference in your life every visit, every time.

After September 29, you can reach us at:

604-675-2555

If you need medical help and it’s an emergency, please call 911 right away.
If it’s urgent but not life-threatening, you can also call the BC Nurse Line at 8-1-1.

Regular business hours are Monday to Friday from 8:30 a.m. to 4:30 p.m. If you have any questions or concerns that we can help with, please feel free to contact us at 604-675-2555.

For After-Hours concerns (Monday to Friday from 4:30 p.m. to 8:30 a.m. and weekends) that can’t wait for the next business day, please call 604-675-2555. The phone system will prompt you to speak to our after-hours home support staff until 11:00 p.m. (you are welcome to leave a message after 11:00 pm and we will get back to you the next business day).

Your services:
As we transition your services from Greater Vancouver Community Services Society (GVCSS), every effort will be made to ensure there is no disruption to your care schedule and Community Health Workers (CHW). Scheduled care times are estimated based on when your CHW will be arriving at your home.

- We want to ensure that your needs are met consistently, with a schedule that works for you, delivered by a team of CHWs who know and understand your care needs best.
- To make sure all clients receive the care they need when they need it, we may occasionally have to adjust your visit time. Rest assured, this will only happen if we are dealing with an emergency at that time.
- If there’s a natural disaster or bad weather, we will do our best to get to you as quickly as we can. We may need to adjust timing based on urgent care needs.
Help us provide you with the best possible care:

- Please be at home for your scheduled visit. This helps keep us on time for all clients.
- If you can’t be at home for your visit, kindly let us know at least 24 hours in advance to cancel or reschedule. Unfortunately, if you cancel with less than 24 hours’ notice, it will impact other clients and we may have to charge a client fee.
- We value relationships based on mutual respect regardless of ethnicity, race, religion, nationality, sexual orientation, gender, or primary language. Our goal is for your relationship with your CHW to be based on these values too.
- CHWs aren’t allowed to accept gifts, tips, meals or offers of a private job. Given this, if you would like to show your appreciation for them, please let their supervisor (by calling 604-675-2555) or the VCH Patient Care Quality Office know (Call: 1-877-993-9199 or email: pcqo@vch.ca).
- Your CHW needs to get to their next client when your care is complete. As much as they want to, they can’t help with other tasks that aren’t on their list. If you feel that you need more support, please call 604-675-2555.

We care about you. Please let us know about:

- Any changes to your health or care needs.
- Any visits to your local emergency department or if you have had a fall in between visits.
- If you have a new or worsening cough or cold, or are not feeling well.

Home Support and WorkSafe BC:

- WorkSafe BC requires that if you smoke, you avoid doing so about an hour before your CHW arrives and while care is being provided. This is appreciated by your CHW too, so thanks in advance!
- If you have a pet(s), please make sure they are in a different room before your CHW comes and while care is being provided.
- In order to keep both you and your CHW safe, please make sure there’s good lighting at the entrance and inside your home, sidewalks are free of snow and/or ice, and that walkways in the home are clear and hazard-free.
- If equipment is needed for your care (i.e., lift, hospital bed, etc.), please ensure that it’s in good working order and is safe for your CHW to use.
- WorkSafe requires CHWs to wear approved footwear while in your home.
- If a CHW feels that the home and/or tasks they are assigned are unsafe, they have the right to decline to provide care. If this happens, we will work with you to figure out a solution so that your services can continue as soon as possible.

We look forward to caring for you!