Working with you in exceptional circumstances

As the past two years have shown us, it’s always good to be prepared. It’s common to regularly update and maintain things such as insurance, vehicles and/or health check-ups. Don’t forget that your back-up plan for home health and home support services is another item that should be reviewed and updated regularly.

Even in the best of circumstances, it’s possible for your care to be interrupted by causes outside of our control, like extreme weather, transit interruptions or care provider illness. VCH has policies and procedures to minimize service impacts and ensure that those who need care the most, continue to receive it. Every effort is made to avoid disruption to care, and to communicate with any client and/or family who may be impacted. In those rare incidences where VCH service delivery may be impacted by an unexpected event, it’s important that you have a Back-Up Plan. Your Back-Up Plan will help to keep you safe and comfortable at home in the event of a temporary interruption in the home health and/or home support services you would normally receive. Typically, this involves having a neighbour, friend(s), or family member(s) agree to be part of your back-up plan and provide support and assistance, if your care is unexpectedly impacted.

Should a major weather event or other incident impact VCH staffing or service levels, your home support services could temporarily change in one or more of the following ways:

- Change in the time the service is provided
- Reduction in the number of visits, visit length and/or the tasks provided
- Reduction in the number and length of in-home respite blocks

Home health nursing, case management, or allied health (Dietician, Occupational Therapy, Physiotherapy, etc.) services could temporarily change in the following ways:

- Reduction in visit frequency.
- Greater emphasis on teaching to support self-care or assisted care using family or caregivers.

As partners in care with you, clinicians on your Home Health (HH) team will work with you to help identify options and set up your Back-Up Plan. It’s important to let your HH clinician know if your Back-Up Plan and/or your primary contacts change, or if you aren’t able to identify anyone to be part of your Back-Up Plan.
Planning together for health and safety is more important than ever and we look forward to working with you to ensure that you have the support you need. Please feel free to share this information with your friends and family.

If you have any questions, please call your Home Health team (see below).

**Home and Community Care Phone Numbers:**

- **Vancouver:**
  - Three Bridges: 604-331-8902
  - Robert & Lily Lee Family: 604-675-3988
  - Pender: 604-669-9181
  - Evergreen: 604-872-2511
  - Pacific Spirit: 604-261-6366
  - Raven Song: 604-709-6400
  - South: 604-321-6151
- **Richmond:** 604-675-3791
- **Coastal Rural:**
  - Sunshine Coast: 604-741-0726
  - Gibsons: 604-984-5070
  - Sechelt: 604-885-5164
  - Bella Coola: 250-799-5311
  - Bella Bella: 250-957-2314
  - Powell River: 604-485-3310
  - Squamish: 604-892-2293
  - Whistler: 604-932-3202
  - Pemberton: 604-894-6967
- **Coastal Urban:**
  - North Van: 604-983-6700
  - West Van (including Bowen Island): 604-904-6200

*This is an important notice. Please have someone translate it.*

<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese Simplified</td>
<td>这是一份重要通告，请找人为您翻译。</td>
</tr>
<tr>
<td>Chinese Traditional</td>
<td>這是一份重要通告，請找人為您翻譯。</td>
</tr>
<tr>
<td>Punjabi</td>
<td>ਦੀਖ ਦੀਖ ਪੁਰਾਣੀ ਮੁਹੱਲਾ ਤੇ। ਵਿਚਕਾਰ ਵਾਹਵੇ ਕਿਸੇ ਵਾਹੀ ਦਾ ਚੈਕਲ ਬਚਾਣ ਲੈਂਦਾ।</td>
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<tr>
<td>Persian/Farsi</td>
<td>این یک اطلاعه مهم است. لطفاً از کسی به خواهید آن را برای شما ترجمه کنید.</td>
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