

GETTING Started



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INUIT TAPIRIITKAT KANATAAMI
Inuit Tapiriitkat of Canada

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ABOUT THIS HANDBOOK



Purpose

Handbook 1 provides an overview of the initial start up activities in planning and developing a Home and Community Care Program.

The Handbook is intended for community/tribal council/regional Inuit association planners and regional First Nations and Inuit organizations.

Using this Handbook

This Handbook is a guide. The steps outlined in the Handbook do not need to be followed in every way. Its goal is to support – not replace – the essential process of determining what will work best in your community. Importantly, the Handbook promotes the integration of community beliefs and values into the design of the Program. In this regard, select the examples and suggestions in the Handbook that reflect the values in your community and are most appropriate for meeting your community's particular needs.

The aim of the planning and development process is:

- to build an effective Home and Community Care Program;
- to provide services that meet the needs of community members;
- to ensure that the services can be provided as long as they are needed; and
- to establish a foundation for making the program better as the years go by.

The planning and development process for your Home and Community Care Program is designed to be community based and community paced.

This process is an ever evolving process that will ensure that home and community care services will continually seek new and innovative ways and means of responding to the identified needs in each First Nations and Inuit community.



START UP ACTIVITIES



Become Aware of What Home and Community Care Is

Home and Community Care can mean different things to different people, so building a common understanding is an important first step in the planning and development of your Home and Community Care Program. For example, for some people home care is when someone visits their home to provide light housekeeping and helps to prepare their meals. For others, it may mean a nurse attending to their care needs in the home. These are, in fact, only two of several services which make up a Home and Community Care Program.

Some suggestions for building a common understanding is to review available documents on the subject or approach other First Nations and Inuit communities who have established home and community care programs to obtain their input and feedback. You can then share this information with community members, either by holding community meetings (perhaps at the same time as a social event), or by developing a pamphlet or newsletter which you can distribute to each home.

To assist you with awareness building, a general pamphlet on home and community care has been developed and is included in the Planning Resource Kit. It explains what home and community care is, what services make up home and community care (the essential services), who benefits from home and community care services, how people are referred and who provides the services. This information can be used as the basis for developing your own pamphlet on home and community care for your community.

The Home Care Framework document which was distributed at the information sharing and feedback sessions held in the summer of 1999 is also a good resource tool. If your community does not have a copy, the document can be found on Medical Services Branch's website at <http://www.hc-sc.gc.ca/msb>

Initiate Community Awareness Activities

Initiating community awareness activities and deciding on the best methods to obtain community involvement in every step of the planning and development of the Program is important. Lessons learned through the Health Transition Fund (HTF) Project on First Nations and Inuit Home Care showed that community participation and awareness early on and throughout the development of the program:

- meant that people had a better understanding of home care and how it can help them,
- gave everyone a chance to share their ideas and suggestions for the vision and philosophy of the program, and
- helped to manage change which might happen when introducing a new program.

Also by keeping community members and staff up to date, everyone can see what steps are involved in the planning process, can share ideas and suggestions, and hear of the progress you are making.

Decide if Your Community Is Large Enough to Plan/Set Up a Program

Once you have reviewed information on home and community care, decide if your community has the people resources and can afford to plan, set up and deliver its own Home and Community Care Program. For small communities of 500 people or less who are not affiliated with a Tribal Council or regional Inuit association, other options may need to be considered. Discuss options with your region/community to explore how best to proceed. One option may be to partner with nearby communities/regions/tribal councils to plan and deliver home care services for your community.

Establish a Planning Team

Once your community leadership makes the decision to proceed with a Home and Community Care Program, you may want to consider establishing a planning team who will take responsibility for coordinating the planning activities.

As noted in the Program Criteria document, each community will need to carry out a community needs assessment and develop plans around service delivery, training and capital. This supports what has been learnt through the Health Transition Fund (HTF) Project on First Nations and Inuit Home Care that community awareness building, community needs assessment and thoughtful planning are important activities for a successful Program.

If you already have a community health and/or social system in place, you may want to use this structure to set up your planning team. If you do not have a health and/or social organization in your community, then you may want to approach people who have expressed an interest in home and community care to sit on your planning team.

Once you have your team in place, consider naming a person to oversee all the activities. This person will be responsible for assigning and monitoring tasks and reporting back to your community leadership on progress.

Obtain Community Leadership Agreement for Planning Activities

Planning and developing a new program takes time. Many different issues will arise as you plan your program. Most likely there will be pressure to start delivering services before you are really ready. It is important to respond to each issue as it arises. It is equally important that you do not get talked into taking short cuts. For example, delivering services before you've defined your program vision and philosophy, determined what your community needs and priorities are, or prepared your plans and policies could result in providing services that are not based on need, are not equitable, nor consistent and safe.

Careful and thoughtful program planning will stand you in good stead for many years to come.

Obtaining community leadership understanding and agreement for full planning and training before service delivery will not only ensure a successful program but will provide you with the direction and support needed to address the many issues and service delivery pressures you are likely to face.

Review Community Agreements

With your planning team in place and support from community leadership, proceed with the planning activities. Consider reviewing agreements and/or arrangements which exist in your community that provide or support the delivery of home and community care services. If your community is providing or receiving some home and community care services already, you will need to determine how these existing arrangements will fit within the new program.

For example, it may be that the community health nurse, in the absence of a home care nurse, is doing client assessments and providing nursing care in the home. Or perhaps your community has made arrangements to purchase certain home care services from a nearby community or regional health board/association. Or you may have a formal arrangement between your health system and social services system or with a different level of government to provide home support services such as light housekeeping or meal preparation.

Regardless of what arrangements and/or agreements are in place, you will want to make note of these to understand the defined roles, responsibilities and areas of accountability and how your community planning can **coordinate and link the existing programs and services**. You may want to consider defining these in a letter of agreement, if none exists.

Develop Your Program Vision, Philosophy and Mission Statement

As mentioned earlier, keeping community members and staff up to date and getting their input is important so everyone can get the sense that they are being involved in the process.

One area for community and staff input is into the Vision, Philosophy of Care and Mission Statement for your Program.

Sample Vision, Philosophy and Mission Statements are included as Appendices to this Handbook.	Establishing Vision, Philosophy and Mission Statements are important because they are the essence of what you want your program to represent. They will serve as the benchmark for all future planning and will guide your decisions on home and community care services.
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You will use these statements to:

- set the objectives of your community needs assessment
- establish the goals and objectives of your Home and Community Care Program
- develop your service delivery, training and capital plans
- develop your policies and procedures
- make your home and community care service decisions.

Obtain Formal Community Leadership Support

Once you have developed your Vision, Philosophy and Mission Statements, obtain community leadership support and approval. It is a good idea also to get your community administration's support because it will be from these statements that your policies affecting service will be determined.

Hold Community Meeting

Once again share the results with community members.



SUMMARY CHECKLIST

ACTIVITIES	PERSON RESPONSIBLE	DATE COMPLETED
Become Aware of What Home and Community Care Is		
Initiate Community Awareness Activities		
Is Your Community Large Enough to Plan/Set Up a Program		
Establish a Planning Team		
Obtain Community Leadership Agreement for Planning Activities		
Review Community Agreements		
Develop Your Program Vision, Philosophy and Mission Statements		
Obtain Formal Community Leadership Support		
Hold Community Meeting		

APPENDICES

Appendix A - Sample Vision Statements/Beliefs

Sample 1

Recognizing that (First Nations/Inuit) people are its most valuable resource, Home and Community Care contributes to the respect and dignity of individuals by providing needed supportive services.

These services are intended to enhance the person's self-determination, self-reliance and well being through family and community resources, thus enabling individuals to continue to live productive useful lives in their own homes.

Home and Community Care must only do for people the things that they cannot do for themselves in order to preserve their self worth. When people feel good about themselves they are more likely to be strong resources in their families and communities.

Home and Community Care is not intended to replace the support and care traditionally provided by family members.

The providers of Home and Community Care must be supported by the community leadership, the family and the community.

The community leadership is responsible for sustaining the Vision and Beliefs in an atmosphere of cooperation and involvement.

Sample 2

Individuals/families will be responsible for their own care, as much as is possible.

All residents will have equal access to home and community care.

Support from family and the community is essential in providing care and ensuring independence for as long as possible.

All care provided must be client centered and flexible to meet their needs.

Appendix B - Sample Philosophy Statements

Sample 1

The (name of community) acknowledges that all people have a right to holistic and community centred care. By providing services from nurses, other health care professionals, support service workers, volunteers and family, we are committed to preserving and maximizing a client's ability to remain independent and in control of their lives.

Sample 2

Home and Community Care is guided by the following philosophy and principles:

- People can usually retain greater independence and control over their lives in their own homes than in a care facility.
- Most people prefer to remain at home and receive required services at home.
- Support usually provided by family and friends should be encouraged and preserved and, if necessary, supplemented.
- Services should assist individuals and families to avoid unnecessary dependencies and retain maximum independence (including access to needed equipment).
- People with the greatest need for home care should receive priority for service.
- Individuals and their supporters should help identify their needs, establish goals, and develop plans to meet goals.

- Home and Community Care should acknowledge, recognize and respect all tribal cultures, traditional values and beliefs within the holistic concept of healing.
- Home and Community Care should respect a person's right to live at risk and to accept or refuse services.
- Home and Community Care should assist people to access needed health and social services.
- Home and Community Care should preserve and promote volunteer involvement.
- Local programs should have significant responsibility for planning and delivering Home and Community Care services.
- Home and Community Care should participate in planning and coordinating local health and social services.
- Elders have gained their wisdom through observing, experiencing and participating in life. They are the communicators of wisdom and should be involved in Home and Community Care in an advisory capacity.

Sample 3

We believe that...

...individuals and families are responsible for their own health.

The role of Home and Community Care is to support the services provided by family, the community and other resources.

...individuals remain healthy or return to wellness more consistently while in the familiar environment of their homes with family and friends near by.

...the (name of community) Home and Community Care Program needs to be flexible and adaptable in addressing changing trends in client's care needs.

...the (name of community) must be respectful of the cultural uniqueness of the individual families and the community.

...confidentiality must be maintained at all times.

Appendix C - Sample Mission Statements

Sample 1

The (name of community) Home and Community Care Program aims to preserve and maximize a community member's ability to remain as independent as long as possible at home in their own community. By providing services in a holistic approach to meet an individual's needs, the Home and Community Care Program will promote wellness to prevent or delay the need for institutional care and enhance the clients responsibility for their own health. Integrated and coordinated services will be assessed in a fair and consistent manner making home and community care accessible and affordable to all community members in need of those services.

Sample 2

The (name of community) Home and Community Care Program aims to preserve and maximize an individual's ability to remain independent at home by offering services that provide needed care and support.

The long term goal is to provide a full range of preventative, therapeutic and restorative health services to the communities served, so that appropriate home and community care services are available and utilized as responsible alternatives to institutional care.

The community members living with illnesses or handicaps that restrict self care but not require acute care or continuous supervision will be able to continue living at home for as long as desirable and feasible.

The (name of community) Home and Community Care Program is based on a holistic approach which recognizes that a person's needs are social, emotional, physical, and spiritual in nature. These factors are all considered in planning with the client how their health needs can best be met.

Sample 3

The (name of community) will provide service to anyone in the community who has a physical, emotional, mental or social need for assistance, in order to continue living independently in their own community. Service needs will be addressed in a fair and consistent manner. Service will be provided as needed to enhance the individual and the family's independence.

Sample 4

The community of (name of community) will provide a holistic home health care program, reflective of its health and social needs, that is comprehensive, accessible, effective and equitable to all its residents.