



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

Priority Home Services

Client Information—Community Handbook



Priority Home Services

The Winnipeg Regional Health Authority (WRHA) Home Care Program offers a comprehensive range of services to promote independence and wellbeing. The goal is to support individuals to live at home, to remain independent for as long as possible, and to prevent avoidable emergency department visits and hospital/personal care home admissions.

In most cases, clients' care needs can be met by regular home care services, but sometimes clients need extra support from home care for a short period of time to meet their temporary increase in needs. In these cases, clients may receive short-term intensive services from the Priority Home Service.

Find out more about
Priority Home :

[http://www.wrha.mb.ca/
extranet/priority-home/
index.php](http://www.wrha.mb.ca/extranet/priority-home/index.php)





Referral to the Priority Home Service: What to Expect

The Priority Home case coordinator, and in some cases a therapist (i.e., occupational therapist and/or physiotherapist), will meet you in your home within 48 hours of receiving the referral. Personal care services will be provided by an agency provider that works closely with your Priority Home case coordinator and other members of your WRHA home care team. You will be given a schedule of services which will tell you who will be coming to provide services and at what time.

The Priority Home case coordinator and therapists will maintain regular contact with you either by telephone or in-person. As you recover, the Priority Home case coordinator and therapists will re-evaluate your current level of function and where possible enhance your daily functioning, safety, health and well-being. Based on these assessments, and those from the rehabilitation staff involved, the Priority Home case coordinator will provide you with regular updates and information on your care needs. Priority Home staff will collaborate with you and your family to determine the best care plan going forward.

**Your Care...Your Home...
Our Priority!**



Frequently Asked Questions

What is the Priority Home Service?

Home Care works with eligible individuals and provides assistance to help them stay in their homes and community as long as safely possible.

The Priority Home Service is a short-term (up to 90 days), transitional, intensive, and restorative service available to eligible individuals who may need:

- Intensive case coordination;
- Health care aide/home support worker assistance;
- Rehabilitation services (occupational therapy, physiotherapy and speech language pathology and rehabilitation assistants).
- Other Home Care supports.

Is there a fee for this service?

There is no fee to clients.

How do I contact my Priority Home case coordinator and/or any rehabilitation staff involved?

A Priority Home case coordinator is available seven days/week from 8:30-4:30. Your Priority Home case coordinator and therapists will fill out their contact information on the Priority Home Contact List which may be posted on your fridge during your first home visit.



Frequently Asked Questions

Why is this service only offered for up to 90 days?

Experience from other provinces shows that clients initially require more intensive services to meet their temporary increase in needs, but, given time to recuperate, health improves and clients can transition off this service within 90 days.

While receiving Priority Home services you and the Priority Home case coordinator will regularly discuss your progress to determine whether your needs can be met by regular home care services or if other additional options need to be explored.

What happens after 90 days?

Discharge planning begins the day you enter the program as our goal is to ensure clients can return safely to day-to-day activities and living with minimal assistance. The Priority Home discharge plan may include:

- Transition to regular community home care services that support you to remain in your home.
- Move to a personal care home.
- Move to an alternative living environment in the community.
- For a few clients, no Home Care supports may be needed after recovery.

You may be transitioned from Priority Home sooner than 90 days.

What if I was already receiving home care before receiving Priority Home services?

The Priority Home case coordinator will work closely with your regular community case coordinator to ensure they are kept up-to-date with your progress. If you require regular home care services after being discharged from the Priority Home service your file will be transferred to your regular community case coordinator.

What will happen to my personal care services if I transition from Priority Home services to regular home care?

Once transitioned off Priority Home Services, personal care services will be provided by home support workers and/or health care aides employed directly by the WRHA. This will mean a change in the individuals providing your care and may result in a change to your care schedule. All of your personal care needs will continue to be met and the home care team will ensure this transition of staff occurs as smoothly as possible.

How can I best partner with my Priority Home Service Team?

- You may be assessed by a therapist in your home and be provided with recommendations to maximize your safety and function in your home. These recommendations will be developed collaboratively with you and your family.
- Your family members or caregivers are encouraged to follow recommendations made by the therapist(s) to achieve your potential independence and safety.
- Please contact any of your care providers 24 hours in advance if you have to cancel or reschedule this visit.
- Regular participation in therapy sessions is essential to enhance your daily functioning, safety, health and well-being. Repeatedly declining, refusing therapy sessions or failing to cancel scheduled sessions could result in discontinuation of rehabilitation services.

What if I have questions/concerns about my health care aide/health support worker services?

The Priority Home Contact List will have the phone number you can call should you have questions/concerns. This line is open 24 hours/day.