

The home support team is committed to providing you with quality, safe services that are delivered in collaboration with you and your loved ones, for a satisfactory care and service experience.

When you receive in-home services, you agree to :

- Giving your consent to care and services, and cooperating to the extent that you can.
- Obtaining the equipment required for the care, based on recommendations.
- Following certain rules regarding the caseworkers' safety, such as:
 - Not smoking during a visit.
 - Keeping your pet away temporarily.
 - Making sure that your address (street number) is always visible.
 - Making sure that the place where services are provided is clean, safe and clear (parking, staircase, door, etc.).
- Notifying the home support team as soon as possible if you cannot attend a scheduled visit.



FOR MORE INFORMATION

Haute-Côte-Nord

Telephone: 418 233-2931, ext. 232277

Baie-Comeau

Telephone: 418 296-2572, ext. 315111

Port-Cartier

Telephone: 418 766-2572, ext. 443347

Sept-Îles

Telephone: 418 962-4124

Minganie - Fermont

Telephone: 418 538-6092

Lower North Shore

Telephone: 1 877 602-8925, ext. 611416

You can call 811 at any time.

Visit the "Home support" section of the CISSS de la Côte-Nord website:

<https://www.cisss-cotenord.gouv.qc.ca/en>



DIRECTION DU PROGRAMME DE SOUTIEN À L'AUTONOMIE
DES PERSONNES ÂGÉES, JANUARY 2025



HOME SUPPORT

Services adapted to your needs and abilities and those of your loved ones, provided by a caring, professional, interdisciplinary team.

**Centre intégré
de santé
et de services sociaux
de la Côte-Nord**

Québec 

PURPOSE AND VISION OF HOME SUPPORT

The services provided by the CISSS de la Côte-Nord arise from the update of the ministerial home support policy.

Home support enables the person to live in their home for as long as possible. The purpose is to avoid hospitalization, reduce its duration and facilitate the return home. The services are also aimed at supporting their family caregivers to avoid exhaustion.

Home support requests can be made by yourself, a physician or any significant person. Caseworkers will then assess your eligibility. Once confirmed, the request will be managed by the multidisciplinary team or forwarded to the appropriate resources.

Our team is made up of health and social services auxiliaries and of professionals in social services, rehabilitation, nursing, respiratory therapy and nutrition.

PROFESSIONAL HOME SUPPORT SERVICES

Here are the services that a user can receive:



Assistance with activities of daily living
(Washing, getting dressed, eating or moving)



Nursing care



Rehabilitation service



Respiratory therapy



Psychosocial services



Nutrition
(follow-up for food-related problems)



Family caregiver services



Support in situations of abuse



Domestic help provided by a domestic help social economy business

Partnerships are in place with community organizations, domestic help social economy businesses and private businesses in order to meet your needs.

WHO CAN RECEIVE HOME SUPPORT SERVICES?

Anyone who has a temporary or permanent disability of physical, mental or psychosocial nature can benefit from our services at home or in other living environments. Home support is also intended for this person's loved ones.

Living at home with a disability has advantages, but also risks. Our home support team helps identify and reduce these risks to ensure your safety and that of your loved ones.

Eligibility to home support can be reassessed at any time based on the user's situation. Therefore, if the user no longer meets eligibility criteria, they will be directed towards the services adapted to their condition.

Home support is a shared responsibility between partners, users, family caregivers and the health and social service network.