



Joint services

The CISSS de la Montérégie-Ouest works in partnership with the community and organizations throughout the territory to provide services such as housekeeping, grocery shopping, transportation to medical appointments, assistance with personal hygiene, etc. Users have access to these joint services at all times through their service plan.

The CISSS de la Montérégie-Ouest provides home care services when it is the only partner organization with staff qualified to address user's and his/her loved ones' problems/situation.

During the first visit, you will receive a package containing important documents about your home care services (cancellation policy, pet policy, etc.). Please read them carefully.

Our mission

To maintain, improve, and restore the health and well-being of the Québec population by making accessible an array of integrated and quality health and social services, while contributing to the social and economic development of Québec.

Our vision

Accessible and efficient health care and services that adapt to the needs of Québécois.

Our goals

The CISSS de la Montérégie-Ouest achieves its goals through its innovative approaches and stands apart through:

- its exemplary offer of care and integrated services based on interdisciplinarity, accessibility, and adaptability to the needs of its population;
- its willingness to question and improve its professional, clinical, and administrative practices;
- its appreciation of its personnel and the implementation of human resource management practices;
- its strong relationships with its partners.

Our values

Our actions are guided by five equal and interconnected values:

- Compassion;
- Collaboration;
- Commitment;
- Confidence;
- Consistency.

HOME CARE SERVICES

What you need to know



www.santemo.quebec

The role of the health and social services assistant (HSSA)

The HSSA plays an essential role in the user's service plan to prevent risks and respond quickly in order to prevent incidents or accidents related to safety issues, a deteriorating health condition, or the abuse of vulnerable people living alone. The HSSA is a key partner in helping the person living at home to maintain his/her functional capacity and autonomy.



The approach

- Promote the user's autonomy;
- Promote the caregivers' involvement;
- Respect the individual in his/her home while taking a compassionate approach.

Responsibilities of the CISSS de la Montérégie-Ouest

Our main goal is to keep users at home as long as possible and avoid unnecessary trips to the emergency department. It is our duty to make sure that everyone is where they should be and receiving the services they need.

Our responsibilities include:

- Ensuring that the work organized and the methods chosen are safe for users and HSSAs;
- Continuously reassessing the services provided and required;
- Evaluating the equipment needed to ensure users' autonomy and safety;
- Protecting the confidentiality of users' records;
- Ensuring the quality and continuity of home care services provided to users.

To ensure fairness for all users, special requests (language, gender and choice of service provider, time slot, etc.) will not be considered when allocating home care services.

Users' responsibilities

You must:

- Be involved and participate actively in the care and services provided, to the best of your abilities;
- Make sure your home is safe in order to avoid the risk of accidents:
 - Refrain from smoking during the HSSA's visit;
 - Tie up or isolate your pets in a separate room from the time HSSA's arrives until he/she leaves;
 - Make sure your home is easily accessible (snow cleared, adequate outdoor lighting, visible address, etc.).
- Be at home for the scheduled visit;
- Notify us if you will be away during a scheduled visit.

If you do not answer the door when the HSSA arrives at your home for a scheduled visit, measures may be taken to make sure you are safe.

You must **be respectful toward the staff** at all times; physical, verbal, and psychological abuse will not be tolerated.