

In-Home Respite

Seniors and Adults (16 +)



Overview

Community Care Durham's In-Home Respite is a full fee for service program providing caregivers to ensure their loved ones are safely cared for while caregivers take time for their own activities, helping to prevent caregiver burnout and illness. Through the provision of personal care, assistance with activities of daily living, regular social interaction, meal preparation, and client centered light housekeeping, In-Home Respite (RC) provides much needed support for people who are caring for a loved one with needs related to aging, physical and/or mental health, or those who need some support.

What is provided by In-Home Respite services?

- **Personal Support Services:** Includes dressing, personal hygiene, assisting with mobility, monitoring medications, and other routine activities of daily living.
- **Security Checks:** Security visits to assure health and safety on a pre-scheduled basis.
- **Care Coordination:** Includes coordinating all elements of client care.

Eligibility Criteria

This service is suitable for clients 16 years of age or older, who reside in Durham Region in a:

- Private home or condominium.
- Apartment, or rented room in a private residence.
- Retirement home.

Community Care Durham cannot provide supports in long-term care homes, hospitals, rehabilitation centres, or correctional facilities/prisons.

The acceptance of a referral will be at the discretion of Community Care Durham (CCD), based on the suitability of the program to meet the needs of the client. Once accepted for service, CCD will complete an assessment of care needs and develop an individualized client care plan for service delivery.

Services Provided

Community Care Durham provides Personal Support Workers (PSWs) who maintain a safe environment and are trained to provide personal care, assistance with the activities of daily living, social interaction, meal preparation, and client centered light housekeeping in the client's home.

Intake Process

Our agency's Central Intake team will review service options with a prospective client or their family and set up a file for the individual receiving service. They will then connect the client or family member with one of the Respite program's Care Coordinators to explore next steps.

In-Home Respite services are booked through our Central Intake team which will then forward this to our Respite Care Coordinator for follow-up.

If the client is deemed eligible for service and the Care Coordinator will complete an assessment either in-person or over the phone. The signing of the required documentation is completed to determine the needs of the client, when service is offered and scheduled day(s) for service is determined, and care needs discussed.

Referral Partnerships

In-Home Respite collaborates with the Alzheimer's Society of Durham Region, Veterans Affairs, and the Brain Injury Association to care for the senior population to help reduce stress on the health care system and families / care partners.

Our Care Coordinators receive referrals from partners and assist to provide caregiver relief for family members attending Alzheimer's Society meetings, trainings, or workshops, or activities with other community partners. The cost of services is covered by the partner agency, and you must be a client of the partner agency to qualify for their support with the Respite program.

Individuals not associated with community partners can still access the In-Home Respite program, on a fee-for-service basis.

Service Frequency

Respite services can be scheduled on any day of the year, at any time of day, to meet client needs. This can either be on a recurring basis, or as-needed with two business days' (48 hours) notice.

Cost for In-Home Respite

As of December 2024, there will be a maximum service capacity of 10 hours weekly, per client. Any service above this will be charged a higher hourly rate, as outlined below:

- **Base rate for first ten (10) hours per week:** \$31.00 per hour
- **For each additional hour weekly above that:** \$42.00 per hour
- **Statutory holidays:** \$46.50 per hour
- Minimum request: two and a half **(2.5) hours per shift**
- Cancellation policy: A charge equivalent to two and a half (2.5) hours will be applied to your account if less than two days (48 hours) notice is given when cancelling a Respite shift.

Please note: A limited number of fully subsidized In-Home Respite hours are available. Clients must qualify based on income and Notice of Assessment, which is reviewed on an annual basis. Once approved, clients will be onboarded with subsidy as per capacity or be placed on a waitlist.

Payment/Billing

- Clients and care partners are invoiced for services rendered (where applicable). Cash payment is not accepted. Payments can be made with credit card on file, void cheque, or insurance.

Discharge Criteria

There are several circumstances in which a client may need to be discharged from a program:

- The client no longer wishes to receive the service/participate in the program and has no other active services/programs.
- They are deceased.
- The client has gone to a long-term care facility.
- The level of care is beyond the eligibility criteria of the program to assist. (i.e., ambulating or toileting requiring more than one PSW).
- The environment is unsafe for client or staff.

Contact

Inquiries may be directed to Central Intake Team, please call **1-888-255-6680** and select **menu option 1**.

Related Services

www.communitycaredurham.on.ca/services/personal-support-caregiver-relief/