

Community Transitional Care Centre

Notes:

This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find this pamphlet and all our patient resources here:
<https://library.nshealth.ca/Patients-Guides>

Connect with a registered nurse in Nova Scotia any time:
Call 811 or visit: <https://811.novascotia.ca>

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Our goal is to get you home.



Community Transitional Care Centre

You do not need in-hospital care. You can benefit from a stay at a Community Transitional Care Centre.

What is a Community Transitional Care Centre (CTCC)?

- A CTCC is a temporary care setting. It gives you time to plan for services and supports you will need to return to the community (home or long-term care).
- You have an active role in your health and care plans. Your health care team will help you and your support persons come up with a plan to transition to the community. Your plan will include:
 - > your health care goals
 - > your goals for getting ready to leave the CTCC

Why do I need to move to a CTCC?

- At a CTCC, you will get stronger and move around more. Each day you will see a physiotherapist and have recreation therapy (free time).

Wi-Fi

- While you are at the CTCC, you will have free access to wireless Internet services (Wi-Fi).
- You are welcome to bring small electronic devices (like a laptop, a tablet, or a cellphone). If you would like to listen to music or audiobooks, bring headphones so you do not disturb others.

Loved ones and support persons

- Your loved ones and support persons are an important part of your health care team. We encourage their presence to help you plan for your discharge.

Parking

- There is free parking at the CTCC.

Smoking and vaping

- Smoking and vaping are not allowed in the CTCC or on the CTCC grounds.

Is there a cost for the CTCC?

- If you are waiting to move into a licensed long-term care facility and cannot go back home, you will be asked to pay a daily fee while you wait at the CTCC. This is called an Alternate Level of Care (ALC) fee. It is calculated in a way that is similar to the accommodation charge you will pay when you move into a long-term care facility.
- Nova Scotia Health's Finance team can answer any questions you may have about this fee:
 - › Phone (toll-free): 1-844-783-7416
 - › Email: nshaaccountsreceivable@nshealth.ca

Personal belongings

- Please bring clothes, footwear, and personal care items to make sure you will be able to participate in your daily care plan.
- **Do not** use scented products. Nova Scotia Health is scent-free.
- **Do not** bring extra furniture or large personal items (like chairs, storage bins).

Home First and discharge planning

- It is important to start planning for your discharge to the community as soon as you are admitted to the CTCC. Right now, you may not feel ready for discharge. Our team will work with you to make sure that you have the support you need.
- We know that for most people, living at home is where they want to be. Home First is about:
 - › creating a discharge plan with the goal of getting you back to the community.

What will happen at the CTCC?

- When you arrive, the Shannex® care team will give you a tour. During the tour, please ask any questions you may have.
- After you are admitted, the Shannex® care team will assess (check) your current and ongoing health, care, and social support needs.
 - › This will be updated often during your stay. This will help the Shannex® care team and the Nova Scotia Health community transition team work with you to make your transition plan.

While you are at the CTCC, the team will:

- › help you become as independent as possible.
- › help you recover and gain skills and confidence.
- › talk about how to manage your health care needs (like how to manage your medication and medical equipment, and prevent falls).
- › help you find resources you may need (like community-based and primary care resources, and support for caregivers).
- › help arrange care, modify (change) your home, and get equipment you may need at home.
- › provide follow-up with a primary health care provider (family doctor or nurse practitioner), if you do not have one.
- › arrange follow-up and in-home short-term appointments for after you leave the CTCC.

Who is on my health care team?

- Nova Scotia Health uses a company called Shannex™ to run the CTCCs and provide care during your stay at the CTCC.
- Your health care team will also include nurse practitioners and doctors. Nurses at the CTCC can call these team members at any time.
- Nova Scotia Health community transition team will work closely with the Shannex® care team and with you and your support persons to plan your discharge and give short-term follow-up visits.
- If you have any questions about your care or discharge, ask a member of your health care team.

Will my personal health information be shared?

- Nova Scotia Health staff will ask for your consent to share your personal health information with your Shannex® health care providers at the CTCC.
- When you are discharged, your health care team (including your primary health care provider) will get an update about your care at the CTCC and will arrange for follow-up, if needed.