

# Home Care Services Wait List

## What is a Home Care Services wait list?

Although every effort is made to provide the services you need quickly, sometimes the demand for Home Care is greater than the supply. Wait lists are used to track those who are waiting for Home Care Services in their area. As services become available, people on the wait list will be notified. If you are placed on a wait list, your Care Coordinator will keep you informed of your status.

## What happens if my situation changes while I'm on the wait list?

If your situation changes while you're on a wait list, you will need to let your Care Coordinator know so they can update your needs.

## Who gets Home Care Services first?

Home Care Services are provided based on need and date of eligibility. For example, palliative care clients would be assessed as high need and be given a high priority for care. A Care Coordinator will explain the wait list to you.

## If I'm on a wait list, can I still receive some of the services I need?

Yes, through a partial care plan, it is possible to receive some services while on the Home Care wait list. A Care Coordinator can discuss the partial care plan options available to you.

To learn more about the Home Care Services Wait List, please call Continuing Care toll-free line at **1-800-225-7225**, or visit the Department of Health and Wellness website at **[novascotia.ca/dhw/ccs](http://novascotia.ca/dhw/ccs)**.

