

Quick Reference: Home Living Case Managers (HLCM)

What is a Home Living Case Manager?

A Home Living Case Manager is a health professional employed by Alberta Health Services to provide case management services in the AHS Home Living program. HLCM are typically registered nurses, occupational therapists or social workers. Their purpose is to promote client independence and to supplement care and supports provided by families and community services.

Who do HLCM serve?

HLCM provide support to Albertans of all ages with a valid health care card. Every HLCM manages an assigned caseload of clients that live in the community. These include clients that live in their own homes or in seniors' buildings, lodges or private supportive living sites. Most clients have long term health care and social support needs.

What services do HLCMs offer?

Home Living provides help with activities of daily living that clients cannot do themselves or cannot get help with from another source. Services are provided in clients' homes or in Home Living Clinics. Based on an assessment of unmet needs, a HLCM works directly with the client and is responsible for:

1. Supporting Self-Care
 - Assessing client/family's ability to develop or maintain independence
 - Identifying client/family's support networks and resources
 - Identifying factors that impact client's independence and functioning
2. Negotiating Service Options
 - Working with the client to maximize strengths and utilize existing support networks and resources
 - Educating or coaching the client/caregiver
 - Exploring the use of aids/equipment
 - Identifying barriers to independence
 - Planning to prevent crisis
3. Delivering Service
 - Providing ongoing case management
 - Facilitating access to professional health care services
 - Authorizing the delivery of hands on, personal care, e.g. bath assistance, medication assistance

Home Living might be able to help if your client needs professional support and/or support for activities of daily living. A HLCM will explore all available options within the Home Living Portfolio. Services might be provided by a geriatric consult team, nurse practitioner, physical therapist, pharmacist, respiratory therapist, rec therapist, social worker, placement services, or other professional(s).

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How do I refer to a HLCM?

If your client is not connected to Home Living and does not have a HLCM, call Central Intake at 780-496-1300.

- Before calling Central Intake, ensure you have completed a client consent form.
- Ideally, your client should be with you when you contact Central Intake.
- Once connected to an intake worker, the telephone intake process will take approximately one hour.
- Have the following client information ready when you call:
 - Name
 - Gender
 - Date of Birth
 - Alberta Health Care card number
 - What language the client speaks and if interpreting services will be required
 - Reason(s) for referral
 - Current living arrangements (e.g. with spouse/partner, with child, with relatives, etc.)
 - If there are any issues that might impact the safety of the HLCM (e.g. suspected elder abuse, extreme hoarding, person in the home who smokes, large animals in home, etc.).

If your client is already receiving Home Living services (or you think s/he might be) and has a HLCM, you can contact the HLCM directly.

- Ask your client for the name and contact information for his or her HLCM. Every Home Living client receives a sheet of *Important Phone Numbers for Home Living Services* from the HLCM.
- If your client is unable to provide this information, or if your client doesn't know if s/he has a HLCM, call the Home Living office below that aligns with your client's postal code.
- Before calling the HLCM, make sure you have completed a client consent form.

Home Living Network	Phone	Postal Code Area Served
Northeast 10611 Kingsway Ave.	780-342-4400	T5A -T5B -T5C -T5E-T5G -T5H -T5J-T5K - T5L-T5M -T5N -T5W -T5X -T5Y-T5Z -T6S
Southeast 1090 Youville Drive	780-735-9559	T6A -T6B -T6C -T6E -T6G -T6J -T6K-T6L - T6N -T6P -T6T -T6W -T6X
North 191 Boudreau Rd, St. Albert	780-418-8400	T5E -T5L -T5X -T6V -T8N
Strathcona Bower Dr, Sherwood Park	780-342-4500	T8A -T8B -T8C -T8E -T8G -T8H -T8L
Southwest, 16930-87 Ave	780-735-2442	T5N -T5P -T5R -T5S -T5T -T5V T6E -T6G - T6H -T6M -T6N -T6R -T6W

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