

## Navigating the System

- There are many supports and services to assist in your healthcare journey after diagnosis of a life limiting illness.
- Sarnia-Lambton's Age Friendly Website (<https://www.agefriendlysarnialambton.ca/>) is a one-stop shop for community supports and health services for any age and stage and is available to residents of Sarnia and Lambton County. The Community Navigator Line (519-336-3000) is also available with live phone service to help Find Services in Sarnia Lambton such as:
  - Transportation
  - Food, Clothing & Housing
  - Mental Health & Addictions
  - Help at Home
  - Family and Caregiver Supports
  - Health Care
  - Social Participation & Active Living
  - Equity, Diversity & Inclusion
  - Indigenous Supports
  - Financial & Legal
  - Employment & Volunteering
  - 24/7 Supports

Some specific services are of note as an illness progresses, including Home and Community Care, St. Joseph's Hospice, Age Friendly – End of Life Care

## Talk to a Community Navigator

**Please note: If this is an emergency, call 9-1-1 or go to the Emergency Department.**

### **What is a Community Navigator?**

Community Navigators are here to find the resources and supports available to help people play an active role in accessing the many programs, supports and services throughout Lambton County. Their role is to actively listen to you and suggest local sources of help and support tailored to your needs.

**Call 519-336-3000**  
**to Connect to a Community Navigator**  
(Available 7 days a week from 9:00 a.m. - 10 p.m.)

## St. Joseph's Hospice

St. Joseph's Hospice Sarnia Lambton offers residential care and community-based programming. Services include grief support, palliative and end of life care, provided in partnership with an individual's circle of care in Lambton County.

**St. Joseph's Hospice also provides Living Life Well (Illness and Caregiver Support) programming, which offers a variety of services to educate and support individuals with a progressive illness and their caregivers, while enabling them to live at the end-of-life with dignity, self-determination and a sense of community. The first step to accessing care at St. Joseph's Hospice is to call Home Care Community Support Services Southwest at (519) 473-2222.**

Additional programs include:

- Adult Bereavement Support Groups
- Caregiver Support Groups
- Caring Hearts Children's Program
- Parents of Grieving Children Support Groups
- Complementary Therapies
- Day Hospice
- Virtual & Telephone Counselling
- Public Education Hospice Volunteer Visiting Program
- Bereaved Drop In

Call the number below to learn more about St. Joseph's Hospice Sarnia Lambton  
519-337-0537



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*If you don't have access to the Internet, or you are having difficulty finding what you need, you can always call the Community Navigator phone line.  
519-336-3000*

*Alternatively, you can visit your local library (in Sarnia, Lambton County) and a library services member can assist you in accessing the Age Friendly Website*

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## Home and Community Care Support Services (HCCSS)

HCCSS coordinates in-home and community-based care services to patients, their families and caregivers. HCCSS assist to:

- Remain safely at home with support of health and other care professionals
- Return home from hospital and recover at home
- Find a family doctor or nurse practitioner
- Find community services that support healthy, independent living
- Transition to long term care or supportive housing
- Die with dignity in the setting of their choice

### HCCSS Palliative Care

Palliative Care Nurse Practitioners connect, support and care for patients who have a progressive illness. Nurses help people and families understand their options and provide support. They work closely with your existing supports and professional services and bring in additional services as needed.

Call the number below to learn more about HCCSS Palliative Care  
312-2222 (no area code required)

### eShift

Home and Community Care Support Services offers an innovative E-Shift program. The program has been designed to support caregivers who are caring for patients in the home with 24/7 needs when those patients are at end-of-life.

The E-Shift model places specially trained personal support workers (PSWs) in the home to provide overnight care for patients, with the support of a registered nurse working from a remote office location. Using a smartphone, the nurse can review clinical observations and assessments completed by the PSW at the bedside and provide care direction.

How to access E-Shift: If you or a loved one are a caregiver providing care 24/7 and require additional support, you may qualify for E-Shift. **To make a referral, simply contact your Care Coordinator at 1-888-447-4468**