

# Services Offered by a *Quality Life Planning* Health Care Consultant

Services and Example Questions	Description
<p><b>Advance Care Planning</b></p> <p>Mom is aging and we need to talk about what she wishes should she take a turn for the worse. How do we start this conversation?</p> <p>I have been told by my oncologist that I should get my affairs in order. How do I do this?</p>	<p>Advance Care Planning is the process of thinking about our future health preferences and identifying an appropriate Substitute Decision Maker (SDM) / Power of Attorney for Personal Care (POAPC). This step often precedes the development of Advance Health Care Directives to get clear on what matters most to us when it comes to our health, safety, future housing, and personal care needs as we age or face a serious illness. Resources and tools will be provided to work through independently or with the assistance of a consultant. This can be done individually, as a couple or as a family unit.</p>
<p><b>Development of Advance Health Care Directive</b></p> <p>How can I ensure my wishes are clear if I become incapacitated?</p> <p>I want to live in my home until I die; how can I ensure everything will be done to support my wishes?</p>	<p>A Health Care Directive is an addendum to your Power of Attorney for Personal Care. It is the section in your estate planning / Living Will that will guide your family, POAPC, and health care professionals to make good decisions on your behalf should you become incapable to make your own health care and shelter decisions. These decisions should align with your values, wishes, and health priorities and health preferences as outlined in your Advance Health Care Directive. Your health care directive will serve as a roadmap your POA can follow. It is best done after the process of Advance Care Planning to ensure you are clear on what you want and don't want for yourself</p>
<p><b>Health Advocacy and Navigation</b></p> <p>I broke my hip, and the hospital expects me to go home next week. How can I get ready for discharge?</p> <p>We placed mom in a retirement home. What services are available and how do we access them?</p> <p>I had a horrible experience with my health care team! What can I do?</p> <p>I do not want to be resuscitated. I do I make sure I am NOT?</p>	<ul style="list-style-type: none"> <li>• Steer through the complex healthcare system, identifying the available resources and ensuring you are on the right path.</li> <li>• Provide guidance on how to make tough medical decisions and personal care choices.</li> <li>• Assist with completing ministry forms.</li> <li>• Guide you on how to communicate with your family and health care professionals.</li> <li>• Explore available information on your specific illness/ injury/ situation to help ensure you have the appropriate knowledge you need to make informed decisions.</li> <li>• Making Connections and Referrals – connecting you with community and independent service or other knowledgeable professionals who can meet your needs.</li> <li>• Review your benefits packages and how they can assist in your wellness or illness recovery.</li> <li>• Explore resources available when dealing with mental health issues.</li> </ul> <p>**Having someone to advocate for you, when necessary, will give you more peace of mind and less stress, without having to worry about dealing with the challenges faced within the healthcare system **</p>

<p><b>Transitioning from hospital/home to higher level of Care</b>  My mom has dementia, and I am worried about her being at home alone, what should I do?</p> <p>We have been told that dad cannot go home from the hospital and needs to be placed in a long-term care facility, how do we go about doing this?</p>	<ul style="list-style-type: none"> <li>• Identify resources you need to be safe where you are and assist with accessing these resources.</li> <li>• Assist you in understanding the process of discharge and Bill 7, how and when it can be enforced and if it is applicable to you.</li> <li>• Educate you and your family on housing options and cost associated with care for: independent living, retirement housing, retirement community, assisted living, memory care, and long-term care.</li> <li>• Assist you in deciding upon and accessing the right form of care that meets your needs and goals of care.</li> <li>• Assist in determining resources available through Public Health, your insurance policy(s) and private care.</li> <li>• Assist you in your housing transition, ensuring a smooth move from one home into the next</li> <li>• Identify long-term care facilities available in your region.</li> </ul>
<p><b>Medical Assistance in Dying</b></p> <p>I want to explore medical assistance in dying as an option for end of life care. How can I do this?</p> <p>I asked my doctor about MAiD, and s/he said I did not qualify. I feel I do. What can I do next?</p>	<ul style="list-style-type: none"> <li>• Provide information on the most up to date regulations governing MAiD in Ontario</li> <li>• Share the criteria for qualifying to receive MAiD.</li> <li>• Assist you to navigate the process of applying for a MAiD.</li> <li>• Assist you with accessing your local MAiD resource team.</li> <li>• Assist you to share your wishes with others including your family and medical team.</li> <li>• Support you and your family throughout the process and be there to answer questions you may have</li> </ul>
<p><b>Conflict resolution</b></p> <p>My siblings and I do not agree on consenting to withdrawing care from our dad. How can we resolve this disagreement?</p> <p>The hospital is insisting I consent to DO NOT RESUSCITATE for mom, but I do not want to. Can they force me to sign a DNR?</p>	<ul style="list-style-type: none"> <li>• Assist in resolving conflict that may arise between family members / POA(s) when medical or shelter decisions are required to be made on behalf of an incapable person.</li> <li>• Provide guidance on how to address conflict between you and the health care professionals.</li> <li>• Assistance with application or preparation to the Ontario Consent and Capacity Board (CCB) or court hearings related to health matters and responsibilities of the Substitute Decision Maker.</li> <li>• Assistance with completing provincial application for mandatory health assessment (Form 1 and 2); guardianship of personal care, etc.</li> </ul>
<p><b>Repatriation back to Canada</b></p> <p>My dad had a stroke while visiting Florida. He has limited health insurance; how do we get him back home?</p>	<p>If you or a loved one are outside of Canada and experience a medical event requiring hospitalization our Advance Health Care Consultant can assist with determining next steps to get you home safely.</p>

**Uncertain if the Advance Health Care  
Consultant Can Help?**

Schedule a consult to discuss your unique needs.