



Labrador-Grenfell Health

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Labrador-Grenfell Health Improving Access to Home Support Services

Labrador-Grenfell Health is pleased to announce a central intake telephone line to improve access to home support services and to provide information on placement in extended care facilities. The initiative represents an effort by the Health Authority to streamline its approach and ensure services are provided in a clear and consistent manner.

“Labrador-Grenfell Health is committed to supporting residents so they can enjoy a quality of life and remain in their home longer because we believe ‘home is best’,” said Donnie Sampson, Vice-President. “We are providing residents of the region with a single entry point to access services. Our aim is to support individuals by wrapping services around the person in their home.”

The Provincial Home Support Program is available to residents of Newfoundland and Labrador, including seniors (65+), adults with disabilities, children with disabilities, those who require end of life care, or short-term support upon discharge from the hospital to help with recovery. The program supports individuals to live independently in their home as long as possible. Whether a client requires support on a short-term basis or long-term basis, the Provincial Home Support Program may be able to provide some assistance with activities of daily living.

The central intake line creates ease of access for the public, ensures a timely response to requests for service, and matches the correct service to need. “This will reduce the need for individuals to come through multiple doors when they may require more than one service,” said Ms. Sampson. “Central intake supports a ‘no wrong door’ approach to service delivery at Labrador-Grenfell Health. Our goal is to aid in client self-referral and navigation within the program.”

To access the Provincial Home Support Program or discuss questions regarding placement in a personal care home or a long-term care facility, please call 1-833-284-4751.

Labrador-Grenfell Health looks forward to continuing to serve residents within the region and supporting them to maintain quality of life in their homes.

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