Long-Term Care Planning for When living at home is no longer possible

Erie St. Clair Community Care Access Centre

Planning for Long-Term Care When living at home is no longer possible

Erie St. Clair CCAC CASC Centre d’accès aux soins communautaires d’Érie St-Clair

esc.ccac-ont.ca | 310-2222
# The Erie St. Clair CCAC

## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Erie St. Clair Community Care Access Centre</td>
<td>2</td>
</tr>
<tr>
<td>What Are My Options?</td>
<td>2</td>
</tr>
<tr>
<td>Care In The Home</td>
<td>2</td>
</tr>
<tr>
<td>Care In The Community</td>
<td>3</td>
</tr>
<tr>
<td>Retirement Homes</td>
<td>3</td>
</tr>
<tr>
<td>Temporary Stays In LTCHs</td>
<td>4</td>
</tr>
<tr>
<td>• Short Stay Respite</td>
<td>4</td>
</tr>
<tr>
<td>• Short Stay Convalescent Care</td>
<td>4</td>
</tr>
<tr>
<td>• Short Stay Interim Bed Program</td>
<td>4</td>
</tr>
<tr>
<td>Long-Term Care</td>
<td>4</td>
</tr>
<tr>
<td>Is It Time For Me To Consider Long-Term Care?</td>
<td>5</td>
</tr>
<tr>
<td>Eligibility</td>
<td>5</td>
</tr>
<tr>
<td>How Much Does Long-Term Care Cost?</td>
<td>6</td>
</tr>
<tr>
<td>How Do I Apply For Long-Term Care?</td>
<td>7</td>
</tr>
<tr>
<td>How Do I Move Into My New Home?</td>
<td>9</td>
</tr>
<tr>
<td>Before The Move</td>
<td>10</td>
</tr>
<tr>
<td>Moving Day</td>
<td>10</td>
</tr>
<tr>
<td>What To Bring</td>
<td>10</td>
</tr>
<tr>
<td>Can I Leave The Long-Term Care Home?</td>
<td>10</td>
</tr>
<tr>
<td>Who Can I Direct My Questions Or Concerns To?</td>
<td>11</td>
</tr>
<tr>
<td>Income Sources And Supplements</td>
<td>11</td>
</tr>
<tr>
<td>Residents’ Bill of Rights</td>
<td>12-13</td>
</tr>
<tr>
<td>CHECKLIST: What To Look For In A Long-Term Care Home</td>
<td>14</td>
</tr>
</tbody>
</table>
The Erie St. Clair CCAC
The Erie St. Clair Community Care Access Centre (CCAC) connects over 35,000 people per year with quality home and community care. We are committed to helping people stay at home for as long as possible by connecting them with the right care in the right place at the right time. When it becomes too difficult to live at home, our Care Coordinators are here to help in the transition to a long-term care home.

What are my Options?
Moving into a long-term care home (LTCH) is a significant life decision. Before considering such a move, our Care Coordinators can help you to explore options in your home and community. If you determine that long-term care is a necessity, either a temporary or longer stay, then we will help you search for suitable homes, apply, and transition.

Care in Your Home
The Erie St. Clair CCAC offers a wide range of options covered by OHIP that may help you stay in your home for longer. Our Care Coordinators can conduct a personal health assessment with you and your family or caregiver(s) which will help to develop a care plan that best suits your needs and wishes. Your Care Coordinator will also check in regularly with you and adjust your plan if your needs or wishes change. If eligible, your Care Coordinator will arrange CCAC services for you. These may include:

- Nursing
- Personal support
- Occupational therapy
- Physiotherapy
- Social work
- Speech and language therapy
- Nutritional counselling
- Specialty medical equipment and supplies
Care in Your Community

Your Care Coordinator can also connect you to community based services that support you in remaining independent and at home. In some cases, the Ministry of Health and Long-Term Care covers the cost of these services, while others may have a fee. These services include:

- Meals on Wheels
- Friendly visits
- Counselling
- Private pay homemaking and nursing services
- Support groups
- Shopping
- Reassurance calls
- Supportive housing
- Adult day programs

You can explore the many community services in the Erie St. Clair region by visiting eriestclairhealthline.ca or checking out our Caregiver Community Services Guides.

Retirement Homes

Retirement homes are privately owned and operated. They are suitable for seniors who are independent, but may require minimal assistance. Meals, laundry, and housekeeping services are generally provided. They may also provide assistance with bathing, dressing, medications, and general support. Accommodation costs for these homes vary by location and applications are made directly to the retirement home(s) of your choice.

The manager of a retirement home can arrange a tour, and discuss services and related costs. Under the Residential Tenancies Act, you are also entitled to receive a "Care Home Information Package" from the manager, providing you with a variety of information about the home.

A list of retirement homes in your region can be found by visiting eriestclairhealthline.ca. For more information, contact the Erie St. Clair CCAC at 310-2222 or the Ontario Residential Care Association (ORCA) at 1-800-361-7254.
Temporary Stays in LTCHs

Sometimes you only need a short stay in a long-term care home. This could be while your caregiver is away or while you are recovering from an illness or surgery. There are three types of short-term stay programs offered in the Erie St. Clair region. Admission to these programs can be arranged through the Erie St. Clair CCAC.

Short Stay Respite

Short Stay Respite is designed to provide temporary relief to caregivers when they need a break. The maximum length of stay is 60 days at a time with a maximum of 90 days per year (January-December). There are several long-term care homes in the Erie St. Clair region that provide this program.

Short Stay Convalescent Care

This program is designed to provide temporary care to a patient who requires time to recover their independence following an illness or injury. The average length of stay is 30-45 days with a maximum of 90 days per year (January-December).

Short Stay Interim Bed Program

This program is available only to those waiting for a long-term care bed while in the hospital. It provides placement for applicants who are unable to return to the community. Currently, this program is offered only with the Leamington Court Interim Long-Term Care program.

Long-Term Care

Long-term care homes are designed for those people who need access to 24-hour nursing care and supervision in a safe and supportive setting. Long-term care homes provide necessary care that cannot be provided in the community. Services include:

- Routine care by skilled health care aides (help with eating, grooming, dressing, toileting, and walking)
- Therapies (occupational, speech, physiotherapy, nutrition)
- Medical care by a facility physician and emergency care if needed
- Incontinence product of family’s choice
- Administering of medications and treatments
- Social and recreational programs
- Laundry

THE SMOKE-FREE ONTARIO ACT (May 31, 2006)

If a resident wishes to smoke, they may do so outside the building provided that the individual is no closer than nine metres from the entrance/exit of the home. Local home operators also require that these individuals be independent with their smoking. To support residents for whom this is not possible, all long-term care homes now provide smoking cessation programs.
Is it time for me to consider long-term care?

Making the decision to move into a long-term care home is difficult. You must consider your own needs and wishes, but also your resources and support system. There is no simple rule for assessing the correct time to seek long-term care, but people often make the decision to explore long-term care when:

- Family or caregiver(s) are no longer able to provide care
- Health conditions require increased personal support or ongoing nursing care
- Patient is unable to return home after hospitalization
- Care needs exceed those available in the community

It is important that you take the time to think through this decision with your family, caregiver(s), and your Care Coordinator, but the decision is ultimately yours. However, if you are deemed incapable of making this decision, the person who holds the Power of Attorney for Personal Care or your Substitute Decision Maker (SDM) will do so on your behalf, with consideration of your needs and wishes.

Eligibility

To qualify for admission to a long-term care home, you must:

1. Be 18 years of age or older
2. Possess a valid Ontario Health Card
3. Have health needs that cannot be met with any combination of informal caregiving or community-based services in the home
4. Have health care needs that require, and can be met in, a long-term care home

POWER OF ATTORNEY

Power of Attorney should be discussed with your family or caregiver(s). There are two types of Power of Attorney:

- Continuing Power of Attorney for Property
- Power of Attorney for Personal Care

The Continuing Power of Attorney for Property acts on your behalf with respect to your finances. A person who holds a Power of Attorney for Personal Care has the legal authority to make health care decisions on your behalf if you become incapable of doing so yourself. If you become incapable and do not have Power of Attorney for Personal Care, your Substitute Decision Maker(s), as determined according to the Substitute Decision Maker’s Act, will make the decisions regarding long-term care on your behalf.

A copy of the Power of Attorney kit is available at www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp or by asking your Care Coordinator.
How much does long-term care cost?

The Ministry of Health and Long-Term Care pays for the care you receive, but you must pay for the accommodation costs shown below. The accommodation rates are adjusted annually by the Ministry and are standard across Ontario.

CURRENT ACCOMMODATION CHARGES
Effective: July 1, 2013 (subject to change)

<table>
<thead>
<tr>
<th>Type of Accommodation</th>
<th>Daily Rate</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASIC ACCOMMODATION</td>
<td>$56.14</td>
<td>$1,707.59</td>
</tr>
<tr>
<td>SEMI-PRIVATE ACCOMMODATION</td>
<td>$64.14</td>
<td>$1,950.93</td>
</tr>
<tr>
<td>(1) Residents occupying older beds, or residents admitted to newer beds prior to July 1, 2012.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) Residents admitted to newer beds on or after July 1, 2013.</td>
<td>$66.14</td>
<td>$2,011.76</td>
</tr>
<tr>
<td>PRIVATE ACCOMMODATION</td>
<td>$74.14</td>
<td>$2,255.09</td>
</tr>
<tr>
<td>(1) Residents occupying older beds, or residents admitted to newer beds prior to July 1, 2012.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) Residents admitted to newer beds on or after July 1, 2013.</td>
<td>$77.64</td>
<td>$2,361.55</td>
</tr>
<tr>
<td>SHORT STAY (RESPITE BED)</td>
<td>$36.34</td>
<td></td>
</tr>
</tbody>
</table>

Note: Long-term care homes cannot refuse admission to eligible applicants based solely on inability to pay for accommodation. If you do not have enough income to pay for the basic accommodation, the government can help you through a subsidy that will bring the cost down to a level you can pay. Your CCAC Care Coordinator can help you apply for this subsidy. Note that the subsidy is not available to people requesting semi-private or private accommodation. See page 11 for a list of income sources and supplements.
How do I apply for long-term care?

Application for admission into a long-term care home can only be made through a CCAC. The following are the steps taken in the path to long-term care:

1. Discussing your options and the long-term care application process
Connect with the Erie St. Clair CCAC to discuss your options with a Care Coordinator. If you decide that living at home is no longer possible and all other options have been exhausted, your Care Coordinator will give you information on applying to long-term care, ensuring you and your family or caregiver have the necessary resources for this important decision.

2. Determining your eligibility
Once you have determined that long-term care is right for you, your CCAC Care Coordinator will work with you to complete an application. The application process includes your Care Coordinator completing a home assessment. In addition, you will need to have a Health Assessment Form (HAF) completed by your family doctor, nurse practitioner, or a Registered Nurse (RN).

If it is decided that you are eligible for long-term care, your Care Coordinator will assist you in choosing which homes to apply to while your application is being finalized.

If it is determined that your care needs do not fit a long-term care home, your Care Coordinator will help to connect you with the appropriate care in an appropriate setting. If you feel this is the wrong decision, you can appeal to the Health Services Appeal and Review Board – Phone: 416 327 8512.

VETERANS PRIORITY ACCESS BEDS
Veterans Priority Access Beds are LTCH beds that have been designated for eligible Canadian War Veterans. Please advise your Care Coordinator of your service number and we will refer your name to Veterans Affairs for eligibility consideration. Eligibility for a Priority Access Bed must be approved by Veterans Affairs Canada as well as the CCAC.
3. Choosing which homes you would like to apply to

Applicants can apply to a maximum of five homes. There are a number of factors to consider when choosing which homes to apply to. Your Care Coordinator can help you with this decision. It is strongly recommended that you make an appointment to visit each home that you are interested in. This is the best way to get a feel for the home’s environment and learn about their staff and services. You can also learn more about each home at eriestclairhealthline.ca, where you can take virtual tours. In addition, public reporting on long-term care homes can be accessed at the following website: http://publicreporting.ltchomes.net/en-ca/default.aspx.

When applying, you will be asked which type of bed you want to apply to – basic, semi-private, or private. To learn about the average wait times for each of these bed types in each home, visit www.esc.ccac-ont.ca to view our LTCH wait time documents. The checklist at the back of this guide is another useful tool for comparing the homes you visit.

4. Waiting to hear if you have been accepted

Once your Care Coordinator has determined your eligibility for long-term care and you have chosen your desired homes, your application is sent to each home for review. Each home will respond to both you and the Erie St. Clair CCAC regarding whether or not you have been accepted. If you are not accepted, a reason will be provided and your Care Coordinator will discuss alternative options with you.

5. Waiting for a bed

After being accepted to a long-term care home, you must wait for a bed to become available. The wait time depends on the number of beds available, the type of bed you’ve applied to, and the number of people on the wait list. The Erie St. Clair CCAC posts average wait times on our website at the beginning of each month. This lets you compare the average wait times for each type of bed in each home, as well as the average number of beds that become available each month.

It is important to note that you and your family or caregiver are expected to be available for a bed offer at any time. This means the CCAC staff must have the most up-to-date information on how to reach you should a bed become available. Waiting periods range from days, months, or even longer depending on your care needs and the type of accommodation you are waiting for. You should take this into consideration when deciding which homes to apply to.

“SPOUSAL REUNIFICATION

Spousal Reunification is a special provision that allows your spouse or partner to come and live with you in your long-term care home. If the first spouse is living in a long-term care home and the remaining spouse becomes eligible for long-term care, this second spouse will be given a higher priority on the home’s waitlist so that they can join their partner.”
6. Responding to a bed offer

If a bed becomes available, CCAC staff will contact you to either accept or reject the offer. You have 24 hours to respond after receiving the CCAC call.

**i. Accepting the offer**

If you choose to accept the offer, you are expected to move in within five days or you will lose your place. If the bed that is offered to you is not your first choice, you may move into this offered bed, but choose to keep your name on the waiting lists for your other choice(s).

**ii. Rejecting the offer**

If you are waiting for long-term care in the community and refuse the offer, your application to all chosen homes will be cancelled. In this case, you cannot re-apply for 12 weeks (three months), unless there is a significant change in your condition or circumstance.

**How do I move into my new home?**

**Before the Move**

- Have money set aside to pay for the first month’s accommodation fee and any other optional services, such as cable TV
- Have your most recent Income Tax Notice of Assessment available if you are applying for an income subsidy
- Have copies of any Power of Attorney papers available
- Identify which possessions you will move on or after moving day
- Label all personal items (e.g. eye glasses, hearing aids, dentures, radio, clock, etc.)
Moving Day

The process of moving to a new home can be stressful. It is your responsibility to arrange movement to the long-term care home. If there is a need for assistance, please discuss it before the date of admission. The move from a hospital to a long-term care home can be arranged if family or caregivers are unable to provide transportation due to the patient’s medical condition. It will probably take some time to become familiar with your new surroundings. If possible, have a family member, caregiver, or friend help you in moving and settling in.

What to Bring

- Health Card
- Cards for any medical coverage
- Social Insurance Number
- Revenue Canada Notice of Assessment
- Copy of Power of Attorney
- Current medications in their original containers
- Emergency contact phone numbers
- Any necessary medical equipment
- Toiletries and personal items (photos, bedding, ornaments, etc.)
- Clothing (machine washable)

Can I leave the long-term care home?

If you wish to leave the home, you or a responsible party will be required to sign in and out. During any leaves, you will continue to pay the accommodation rate and standard charges. The following explains the limitations for leaves of absence:

Casual - Up to 48 hours per week.

Vacation - Up to 21 days per year. Vacation leave cannot be carried from year to year, but can be added together with allowed casual leaves. Please note: residents who go home on holidays are not eligible to receive in-home services through the CCAC. These services may be purchased privately from a nursing agency.

Medical - Up to 30 days at a time.

Psychiatric - Up to 60 days at a time.

If you exceed your authorized leave, you will be discharged and must apply for readmission. If you are discharged due to medical leave, you must re-apply for admission and if accepted, will be given a priority category on the waitlist for this home.
Who can I direct my questions or concerns to?

You and your family can discuss questions or concerns with any of the following:

- Erie St. Clair Community Care Access Centre – 310-2222
- The Administrator or Director of Care at the long-term care home.
- The Residents’ Council – Each home has a council where you can raise ideas or issues.
- Ministry of Health and Long-Term Care – 1-800-663-3775
- Ministry of Health and Long-Term Care Action Line (to express concerns about a long-term care home) 1-866-434-0144

Income Sources and Supplements

If you need financial assistance, the following resources may help.
Please have your Social Insurance Number and related documents/information available when you call.

- Old Age Security (OAS) – 1-800-277-9914
  - 65 years of age or older
- Guaranteed Income Supplement (GIS) – 1-800-277-9914
  - Supplement of OAS for those with little or no other income
- Canada Pension Plan (CPP) – 1-800-277-9914
  - 60 years of age or older
  - For those who have paid into the plan
- Spouse’s Allowance (SPA) – 1-800-277-9914
  - For those 60-64 years of age of age, where spouse is 65+ and receiving OAS/GIS
- Involuntary Separation Supplement – 1-800-277-9914
  - Maximizes incomes where one spouse must move into a long-term care home
- Widowed Spouse’s Allowance – 1-800-277-9914
  - For those 60-64 years of age who are a widow or widower with a low income
- Guaranteed Annual Income System (GAINS) – 1-866-668-8297
  - Supplement to OAS/GIS for those with little or no other incomes
- Ontario Disability Support Program – 1-800-461-7296
- Ontario Works – 1-800-808-2268
- Veterans Affairs Canada – 1-866-522-2122
Residents’ Bill of Rights (Long-Term Care Homes Act, 2007)

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident’s individuality and respects the resident’s dignity.

2. Every resident has the right to be protected from abuse.

3. Every resident has the right not to be neglected by the licensee or staff.

4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.

5. Every resident has the right to live in a safe and clean environment.

6. Every resident has the right to exercise the rights of a citizen.

7. Every resident has the right to be told who is responsible for and who is providing the resident’s direct care.

8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.

9. Every resident has the right to have his or her participation in decision-making respected.

10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.

11. Every resident has the right to,

   i. participate fully in the development, implementation, review and revision of his or her plan of care,

   ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,

   iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and

   iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.

13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.

14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.

15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,

   i. the Residents’ Council,
   
   ii. the Family Council,
   
   iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
   
   iv. staff members,
   
   v. government officials,
   
   vi. any other person inside or outside the long-term care home.

18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.

19. Every resident has the right to have his or her lifestyle and choices respected.

20. Every resident has the right to participate in the Residents’ Council.

21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.

22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.

23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.

24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.

26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007, c. 8, s. 3 (1).

Further guide to interpretation:

(2) Without restricting the generality of the fundamental principle, the following are to be interpreted so as to advance the objective that a resident’s rights set out in subsection (1) are respected:

   1. This Act and the regulations.
   
   2. Any agreement entered into between a licensee and the Crown or an agent of the Crown.
   
   3. Any agreement entered into between a licensee and a resident or the resident’s substitute decision-maker. 2007, c. 8, s. 3 (2).

Enforcement by the resident:

(3) A resident may enforce the Residents’ Bill of Rights against the licensee as though the resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote all of the rights set out in the Residents’ Bill of Rights. 2007, c. 8, s. 3 (3).

Regulations:

(4) The Lieutenant Governor in Council may make regulations governing how rights set out in the Residents’ Bill of Rights shall be respected and promoted by the licensee. 2007, c. 8, s. 3 (4).
## What to look for in a long-term care home:

<table>
<thead>
<tr>
<th>Consider:</th>
<th>Facility #1 Name:</th>
<th>Facility #2 Name:</th>
<th>Facility #3 Name:</th>
<th>Facility #4 Name:</th>
<th>Facility #5 Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there a tone of dignity and respect for the residents?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the staff friendly with a sense of warmth and concern?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do residents look content and well cared for?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there areas in the home where you can visit privately?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is public or volunteer transportation available?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the home able/willing to meet your religious, cultural, language, and dietary needs?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What type of system is available for wandering residents?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What type of incontinence product is used?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physician services – Can a resident keep his/her own doctor?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How is the billing handled? Are there any extra charges?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the facility air-conditioned? What type?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is the arrangement for TV/cable?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there safekeeping of personal belongings?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the rooms well-lighted, with individual lights and controls?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What are the visiting hours?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can personal furniture be brought in?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there an outdoor garden/courtyard?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there an emergency call system?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there sufficient activities to keep residents busy? Are there outings? Cost?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is the home’s policy regarding pets/animals?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Erie St. Clair Healthline helps connect caregivers, patients, and community members to health and social services in the communities of Chatham-Kent, Sarnia and Lambton County, and Windsor and Essex County. Simply visit the site – eriestclairhealthline.ca – choose your region and search for the health and social service information you’re looking for. You can even take virtual tours of long-term care homes by visiting their Healthline pages!