



Your Guide to  
**LONG-TERM CARE PLACEMENT**

## What is long-term care?

A long-term care home is a place for you to live comfortably, safely and with dignity when it becomes too difficult to live at home independently. This information will help you understand long-term care better and help you decide if long-term care is right for you.

A long-term care home provides:

- 24-hour nursing care
- All meals
- Assistance with day-to-day tasks such as feeding
- Daily assistance with personal care – for example, bathing, dressing
- Accommodation with basic furnishings such as a bed, chair, bed linens
- Laundry and housekeeping services
- Pastoral services
- Personal hygiene supplies
- Someone to help you with your medication and medical and/or clinical supplies
- Social and recreational programs
- A safe and secure environment



In your new home, you will be provided with everything you need to have your physical, mental, social, spiritual and cultural needs met. Long-term care homes have Resident and Family Councils to answer questions and to help you and your loved ones as you adjust to your new surroundings. Long-term care homes are licensed by the Government of Ontario and must meet high quality standards.

## How do I know when it's time to apply for Long-Term Care?

Changes and transitions are part of every stage and age of life. There may come a time when you wish to consider a long-term care home for the next stage in your life. Specifically, you may begin to explore long-term care as an option when:

- You need on-site nursing care 24 hours a day
- You need help with day-to-day tasks such as feeding
- You need on-site monitoring for your safety and well-being
- You are unable to return home after a hospitalization

## Where do I start?

Whether you are interested in long-term care for yourself, a family member or friend, the caring and knowledgeable professionals at your LHIN will support you throughout your decision-making process. A LHIN care coordinator will work with you to:



- Explore other housing options such as supportive housing, assisted living and retirement homes to help you remain supported at home as long as possible
- Assess your needs and determine your eligibility for admission to a long-term care home
- Provide you with information on costs and possible financial assistance, wait times, homes in your area and home-inspection reports
- Help you make an informed decision and work with you and your family to complete your application to long-term care homes
- Work with you to develop a customized care plan that meets your needs until a long-term care bed becomes available

The decision to apply for long-term care is yours. You may have many questions and mixed emotions. It may be helpful to share your feelings with people you trust including friends, family, your doctor or religious leader.

## How much does it cost?

The standard fee for all long-term care homes is set by the Ministry of Health and Long-Term Care. No one will be refused access to a long-term care home if they need it.

You can speak with your LHIN coordinator for more information on costs, or visit [www.lhins.on.ca](http://www.lhins.on.ca).



## How do I apply to a Long Term Care Home?

### 1) Learn about the options available to you and the process for applying

Your LHIN care coordinator will help you make an informed decision. They will provide you with information on costs and possible financial assistance, wait times, homes in your area, home inspection reports and alternative arrangements in your community.



### 2) Referral

A person may refer themselves for admission to long-term care or be referred by a family member, physician, nurse, community worker or LHIN care coordinator. The decision to request long-term care is up to each individual. It is a good idea to discuss the decision to apply for long-term care openly and respectfully with the individual who is being considered for long-term care and their whole family. If the individual is not capable of making a decision about long-term care, the person who holds Power of Attorney for Personal Care or the Substitute Decision Maker will do so on their behalf.

### 3) Visit homes you would like to consider

Before touring the long-term care homes you are considering, list the things that are important to you. The following questions will help you determine your unique preferences:

- **Location:** Is the home close enough for family and friends to visit?
- **Cultural/language/religious preferences:** Do these factors need to be considered?
- **Types of programs offered:** What types of programs does the home offer to their residents?
- **Past affiliation:** Do you have a preference for a specific long-term care home due to current or past involvement, for example, as a volunteer, board member or friend/family of a resident?
- **Type of accommodation:** What type of room is affordable and best suited for your needs? Options include a *private* room with private bath, two people to a room or *semi-private* and a *basic* room with up to four people to a room.

#### When you visit a long-term care home, you may want to:

- Request an information package on the home
- Request a copy of the most recent Compliance Review Report which will tell you how well the home is meeting the long-term care standards set by the government
- Ask to speak to a member of the Home's Residents Council
- Ask to speak to a member of the Home's Family Council if available.

Visiting homes or viewing virtual tours on your LHIN website will help you answer some of these questions. By taking a tour, you'll get a better feel for the surroundings and the people who work and live there.

#### 4) Assessments and Forms

Once you've decided that long-term care is right for you and you meet the eligibility requirements, you can work with your LHIN care coordinator to begin the application process.

- You may select up to five (5) homes anywhere in Ontario.
- You must also identify your choice of basic, semi-private or private accommodation.
- As part of the application process, your LHIN care coordinator completes an assessment to ensure your care needs can be met in a long-term care home.
- During the application process, you will be asked to complete several forms. You must give your consent in order to apply for and be admitted to a long-term care home.



#### Review and Notification of Your Long-Term Care Application



Once you have submitted your long-term care application to your LHIN, it is reviewed and sent to the home(s) to determine if your needs can be met. If your application is accepted by a home, you will be placed on a wait list. If your application is rejected, you will be notified in writing by the long-term care home. A long-term care home may refuse your application at the time of application or at the time of bed offer for the following reasons:

- It does not have the physical facilities necessary to meet your care requirements;
- Staff at the home lack the nursing expertise to meet your care requirements; or
- Circumstances exist which are provided in the regulations as being a ground for withholding approval.

The long-term care home will provide you with the reason for refusal and your LHIN care coordinator will help you look for alternatives. If you don't agree, you can appeal the long-term care home's decision by calling the **Long-Term Care Action Line at 1-866-434-0144**.

## What if you are not eligible for long-term care?

If you are not eligible for admission to a long-term care home, your LHIN care coordinator will discuss with you the reasons why and help you find alternatives to meet your needs. They'll connect you with community services that are right for you such as meal services, friendly visiting, adult day programs and many others to help you to stay in your home longer than you thought possible.

If you learn you're not eligible for long-term care and you disagree, we encourage you to discuss the matter with LHIN staff.

If you are still not satisfied with the decision, you have the right to appeal to the Provincial Health Services Appeal and Review Board at the following address:

Health Services Appeal and Review Board  
151 Bloor Street West, 9th Floor  
Toronto, ON  
M5S 1S4  
Telephone: **416-327-8512**  
Toll free: **1-866-282-2179**



## Wait lists and wait times



Before moving in to the home you have selected, you will likely go through a waiting period until your name comes up on the waiting list and an appropriate bed for your care needs becomes available. Waiting periods range from days, months or even longer depending on your care needs and the type of accommodation you are waiting for. We know that waiting can be stressful for you and your caregivers. During this time, your LHIN care coordinator will continue to work with you to ensure that your needs are being met until a long-term care bed becomes available.

If you are in hospital while you wait, you or your caregiver may be asked to consider long-term care homes with shorter wait times which may help you get to a place that can provide the care you need, sooner. This may also be the case if you are living in the community but require support urgently. You don't have to change your choices and if you move into a long-term care home with a shorter wait list, you can remain on the wait list for a home of your choice and move to your preferred home when a bed becomes available.

## Bed Offer

Your LHIN care coordinator will contact you when an appropriate bed becomes available in one of your chosen Homes. You must provide a response within 24 hours of receiving the bed offer. During this time, you can speak with your family or caregivers about this decision.

### a) Accepting a bed offer

If you choose to accept the bed offer, you are expected to move in within five (5) days of accepting it. Regardless of when you move in, you will be required to pay the accommodation cost starting the day after accepting the bed offer. If the bed offered to you is not your first choice, you may also choose to keep your name on the waiting lists for your other choice(s). Please note that your priority on the waiting list of your other choices may change when you accept a bed offer. It is your family's responsibility to arrange transportation to the long-term care home on move-in day.

### b) Refusing a bed offer

If you decide to refuse your bed offer, your file will be closed and you will be removed from the waiting list of all your chosen homes. Unless there is a significant change in your condition or circumstances, you will not be able to reapply for 12 weeks.

## Questions or concerns?



If you have questions about the application process or placement into long-term care homes, contact your LHIN care coordinator at **1-800-810-0000**. The Long-Term Care Home Action Line is a service provided to listen to concerns and complaints from persons receiving services from long-term care homes and LHINs. You can reach the Long-Term Care Home Action Line toll-free by calling **1-866-434-0144**.

In addition, the Health Services Appeal and Review Board (HSARB) is established by the *Ministry of Health and Long-Term Care Appeal and Review Boards Act, 1998* to conduct appeals and reviews under twelve different health care statutes.

The proceedings under each of the statutes range from oral appeals to written reviews. A number of decisions may be appealed to or reviewed by the Board including the decisions of approved agencies under the *Home Care and Community Services Act, 1994* regarding eligibility for and amount of community services. For more information, please visit [www.hsarb.on.ca](http://www.hsarb.on.ca).

## Contact Us

For more information about long-term care placement or home and community care, please contact your local LHIN office today

- Toll free 1-800-810-0000
- Hamilton 905-523-8600
- Burlington 905-639-5228
- Niagara 905-684-9441
- Haldimand-Norfolk 519-426-7400
- Brant 519-759-7752

You can also visit our website at [www.hnhblhin.on.ca](http://www.hnhblhin.on.ca)

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