Moving into a Long-Term Care Home
Preparing for Your Move

The Community Care Access Centre (CCAC) will call you when your name is nearing the top of the waiting list for any of the Long-Term Care Homes you have selected. This will allow you to prepare for your admission into a Long-Term Care Home. Since you will be expected to move into the Home as soon as a place (or ‘bed’) is offered, it is a good idea to plan in advance. Here are some suggestions for what you can prepare ahead of your move:

- Set aside enough money to pay for the first month’s accommodation fee and any optional services (i.e. telephone, cable, etc.).
- Give notice on apartment leases.
- Make copies of all paperwork that will be required by the Long-Term Care Home upon admission (i.e. Powers of Attorney, Notice of Assessment from the Canada Revenue Agency, etc.).
- Label your personal items, including clothing, glasses, hearing aids, dentures, and walkers. Your Long-Term Care Home may be able to assist you with this. Please discuss this with your Home.
- Determine what possessions you will take with you and make arrangements for the things you will leave behind.
- Have a plan for moving to your new Home. Transporting yourself and your belongings to the Long-Term Care Home is your responsibility. If you need assistance with your move, please discuss this with the CCAC prior to your admission date.

Holding Your Place

When a place is available at one of your chosen Long-Term Care Homes, the CCAC will call to give you a date and time for admission. It is important that we know how to reach you or your designated contact person at all times, even when your designated contact person is out-of-town.

When you are advised by the CCAC that a place is available for you in one of the Long-Term Care Homes you selected, you will have 24 hours to decide whether or not you want to accept it. Once you accept the bed, you may move in the following day. If, for some reason, you are unable to move into the Home immediately, arrangements can be made to delay the move for a few days. You may take up to five days, however, there will be a fee charged to you for holding the bed for each of these days. Unfortunately, the bed cannot be held for more than five days.

If you do not move into the Home the day after you accept the bed offer, you will be charged the co-payment accommodation fee for each day before you move in.

If you are in hospital, you do not have the option to delay your move into the Long-Term Care Home. You must move into the Home immediately. The hospital’s Utilization Coordinator, Discharge Planner or Social Worker will be involved in planning for your move.

Accepting A Choice Other Than Your First

If you are offered a bed at a Long-Term Care Home that is not your first choice, you are expected to accept it until a vacancy in your preferred Home becomes available. You can move into a Home that is not your first choice and still stay on the waiting list of your first choice. You will be offered a bed at your first or other choices as it becomes available, although you do not have to accept it.
Refusing a Bed Offer

If you turn down a bed offer at any of the Homes you chose, you will be removed from all waiting lists. If you are in your own home or other accommodation in the community, you will be required to wait three months before reapplying. You can reapply before three months if your situation changes substantially. If you are living in a Long-Term Care Home, you will also be required to reapply; however, there is no waiting period.

Financial Information

Monthly Fees

Long-Term Care Homes in Ontario are funded by the Ministry of Health and Long-Term Care. The provincial government pays for personal and nursing care, support services and food, while you pay a fee for the accommodation (also called the “co-payment”). The co-payment is based on the type of accommodation you choose – basic (or ward), semi-private or private. The Ministry sets the maximum co-payment rates, and all Long-Term Care Homes in Ontario charge the same fees to their residents. The co-payment rates are revised on a regular basis so it is best to check with the CCAC or the Long-Term Care Home for the most current information. You should also ask each Long-Term Care Home about any additional fees (i.e. pharmacy dispensing fees) that may be charged.

In addition, there are fees for optional services, such as hairdressing, telephone and cable television connections.

Government Subsidies

If you do not have enough income to pay for your accommodation, you may be eligible for a subsidy that will reduce your accommodation rate. This subsidy is available to residents in basic accommodation only and is not available if you request a semi-private or private room.

In order to receive a subsidy, you must provide your Notice of Assessment from the Canada Revenue Agency, which you receive each year after filing your income tax return. Your Notice of Assessment provides proof of your annual yearly income. The cost of Long-Term Care is based on your annual yearly income only. It does not include the value of your assets, such as your home or savings.

What to Bring to Your New Home

Medications

Bring all the medications that you are currently taking, in the original labelled containers. Each Long-Term Care Home has a medication dispensing system that residents are required to use. For your safety and the safety of other residents, the Ontario Ministry of Health and Long-Term Care does not allow residents to keep any medications in their room. This includes aspirin, cough drops, eye drops and laxatives. All medications must be left at the nursing station and dispensed according to a physician’s orders.
Copies of Financial/Legal Documents

There are a number of documents that you must bring with you on your admission date. These include:

- Power of Attorney for Finances (if you have one)
- Power of Attorney for Personal Care (if you have one)
- Notice of Assessment from the Canada Revenue Agency (if you are applying for a rate subsidy)
- Advance Directives on Care Choices (if you have one in place)
- Copy of Prepaid Funeral Document (if you have one in place)
- Void cheque (if you choose to pay your monthly accommodation fee by the automatic withdrawal method)

Clothing

- Comfortable clothes (i.e. pants, shirts/blouses, sweat suits, etc.)
- Nightwear and slippers
- Sturdy shoes
- Socks/hosiery
- Undergarments

All clothes should be machine washable, as Long-Term Care Homes do not arrange for dry cleaning. If you have something that requires dry cleaning, you or your family member must look after it.

Personal Items

- Toiletries (i.e. deodorant, toothbrush, toothpaste)
- Shaving supplies
- Hair care products
- Glasses and dentures
- Cane/walker/wheelchair
- Small items of furnishings, if approved by the Home
- Pictures and familiar articles such as a favourite afghan or bedspread

As previously mentioned, it is recommended that you label all personal items. Long-Term Care Homes are not responsible for the loss of these items.

All electrical appliances (i.e. TVs or radios) must first be checked by the Home’s maintenance department for safety, even if it is new.

What You Should Not Bring

- Large sums of money.
- Precious jewellery, figurines, artwork or other valuables.
- Big and bulky furnishings.

Smoking

Please discuss this with the CCAC or your Long-Term Care Home prior to admission.
What the Long-Term Care Home Will Do

Your Long-Term Care Home will:

• Confirm any medical orders with your physician. A physician is required to visit and examine you within seven days of your arrival.

• Order all prescribed medications from the Long-Term Care Home’s designated pharmacy. The Home cannot dispense medications unless they are properly labelled and ordered.

• Provide you and your family with information on the Home, including its policies, rules and regulations.

• Provide you with a standard “admission contract” which you must sign.

• Advise you of the “Residents’ Bill of Rights”.

• Inform you about the Residents’ Council, which is an important vehicle for discussing concerns or requests.

Addressing Concerns

If you have any concerns about the Long-Term Care Home, you or your family member can address them with the Home Administrator. Nursing concerns can be discussed with the Charge Nurse or the Director of Care. You can also speak to a representative of the Residents’ Council or Family Council (if applicable). If you are not satisfied with the results, the CCAC can provide you with other contacts for discussing any unresolved concerns.

Transition Tips

This is a time for new beginnings, new friends and new interests. Although major changes can be unsettling, your new home offers unlimited rewards and opportunities.

The move to a Long-Term Care Home requires many adjustments for you and your family members. To help you with this adjustment, you may want to:

• talk about your fears and doubts;

• ask a family member or friend to go with you to help you settle in your new home;

• bring familiar objects, such as pictures, for your room; and

• ask your relatives and friends to visit as often as they can.

Your family members or friends can help you settle in by:

• staying for the day;

• helping to decorate your room so that it feels familiar;

• sharing information about you with the Home’s staff (particularly if the resident suffers from dementia or is unable to speak on his/her own behalf);

• meeting the staff and other residents and learning about the Home’s routines and programs;

• visiting or phoning often; and

• participating in activities at the Home.

Moving into a Long Term Care Home is often difficult for caregivers. There are groups available in the community and in the Long-Term Care Homes to help caregivers adjust to these changes.
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