A GUIDE TO LONG TERM CARE
(310-2222)
www.se.ccac-ont.ca
Seniors and people with disabilities in Ontario now have one-phone-call access to long-term care services. Across the province, 14 Community Care Access Centres (CCACs) have been established to handle both In-home Service and access to long term/short term stay beds in Long-Term Care Homes. One phone call to the closest CCAC should give most families and caregivers the answers they need.

Beyond providing the access point to Long-Term Care Homes, the Community Care Access Centre:

- Provides information on available services and programs in the community
- Conducts individual assessments
- Determines patient’s eligibility for services
- Plans a program of care
- Arranges for the services to be delivered in the community

The information from the CCAC will assist you to explore options and make informed decisions regarding whether to apply for a bed in a Long Term Care Home or other alternatives to meet your care needs.

This guide is designed to increase your knowledge of the types of long term care and other options available in the community. There are different types of alternate living arrangements available, which have various admission procedures and fee structures.

The South East Community Care Access Centre is here to assist with change. This guide will help you choose future accommodations to meet your health care needs.

It will give you information, suggestions, options and answers to some of your questions.
LONG TERM CARE (LTC) HOMES

Some Long Term Care (LTC) Homes are privately owned and some are non-profit homes operated by municipalities or charitable organizations. All LTC Homes are licensed and inspected by the Ontario Ministry of Health. The standards of care are governed by provincial legislation and each LTC Home is accountable for the quality of care, programs and services it provides.

STANDARD SERVICES OFFERED:

- Accommodation, meals and housekeeping
- 24 hour professional supervision
- Assistance with eating, grooming, bathing, dressing, toileting and walking
- Nursing care
- Regular and emergency medical care by your doctor or by the house doctor
- Therapy
- Help with medications and treatments
- Social and recreational programs
- Special diets if required
- Laundry services
- Optional services (for example, pastoral care, pet therapy, palliative care, etc.)
COMMUNITY BASED SERVICES

Community based services may enable you to stay living in your home longer than you may have thought possible. Individuals/families are encouraged to explore community resources if they have not already done so. The CCAC Care Coordinator can assist you with information or an appropriate referral to community resources.

The Care Coordinator works closely with families, clients, hospital nursing staff, doctors and other community agencies.

ACCESSING LONG-TERM CARE HOMES IN ONTARIO

1. REFERRAL – A person may refer him/herself or be referred by a member of the family, the physician, the nurse, community worker or care coordinator. Call your CCAC Care Coordinator or 310-CCAC (no area code required) for any questions regarding the LTC Home process.

2. CONSENT – The patient/Substitute Decision Maker* must sign a consent form before the CCAC can proceed with the application process.

3. ASSESSMENT – CCAC arranges for a social and functional assessment. A health assessment must also be completed.

4. ELIGIBILITY – CCAC determines whether or not a person is eligible for admission into a long term care home based on the Ministry of Health criteria.

5. COUNSELING – CCAC counsels the person/family on long term care home costs, waiting time and appropriate homes which can best meet the person’s needs as well as alternative arrangements in the community.

6. CHOICE – A person may choose the home(s) in the province of Ontario they prefer by signing and dating a “Home Choice List”. A copy of the application is sent only to five of the long term care selected home(s) of choice for approval as well as a maximum of five Short Stay interim bed choices for hospital applicants.

7. WAIT LISTING – A person’s name is added to the list of up to five long term care home(s) chosen by the patient/Substitute Decision Maker when approved by the long term care home. The individual is added to the home waiting list. Wait lists vary by home and accommodation type. Your CCAC Care Coordinator can provide information about the homes and accommodation types you are considering.

*A Substitute Decision Maker is a person who is lawfully authorized to make a decision on behalf of a person on matters which relate to personal care as outlined in a Power of Attorney for Personal Care.

In ranking order this would be a spouse/partner, child, parent, brother/sister or other relative.

Information regarding the Health Care Consent Act is available from a physician, lawyer, CCAC or by contacting the Office of the Public Guardian and Trustee (1-800-891-0506).
ELIGIBILITY

You are eligible if you:

- Are 18 years of age or older;
- Have a valid Ontario Health Card or are eligible to get one;
- Have care needs that can be met in a Long Term Care Home (based on an assessment by the CCAC Care Coordinator); and
- Meet one of the following requirements:
  1) Require that nursing care be available on-site 24 hours per day
  2) Require assistance with activities of daily living at frequent intervals throughout the day
  3) Require on-site frequent supervision or monitoring throughout the day
  4) Have health care needs which cannot be met in your home by publicly funded, community based services in your area or in the area to which you plan to move.
  5) You have care needs that can be provided in a Long Term Care Home
INELIGIBILITY

If you were found to be ineligible, you still have options.

1) Speak to the CCAC.

2) You may call a Manager at the CCAC and request a review.

A determination of ineligibility by the CCAC may be appealed to the province’s Health Services Appeal Board and a decision of this Board may be appealed to the Division Court. Write to: Health Services Appeal Board, Attention Registrar, Health Board Secretariat, 9th Floor, 151 Bloor Street West, Toronto, Ontario, M5S 2T5.

The Board must begin the hearing within twenty-one (21) days of having received an application for a hearing. The Appeal Board must notify the party of the time and place of the appeal at least seven (7) days prior to the date the hearing begins. All evidence before the Board is recorded. The decision reached is that of the majority of the members. The Appeal Board must present its decision within one (1) day after the conclusion of the hearings.

COST

As of July 1, 2015, the following accommodation charges apply:

<table>
<thead>
<tr>
<th>Type of Accommodation</th>
<th>Daily Rate</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>$58.35</td>
<td>$1,774.81</td>
</tr>
<tr>
<td>Semi-Private</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residents admitted to a newer LTC home (meaning that the bed is classified as “NEW” or “A” according to Ministry design standards)</td>
<td>$70.35</td>
<td>$2,139.81</td>
</tr>
<tr>
<td>Residents admitted to newer beds on or after September 1, 2014, but prior to July 1, 2015.</td>
<td>$69.35</td>
<td>$2,109.40</td>
</tr>
<tr>
<td>Residents admitted to an older LTC home (meaning that the bed is classified as “B”, “C”, “D” or Upgraded “D” according to Ministry design standards)</td>
<td>$66.35</td>
<td>$2,018.15</td>
</tr>
<tr>
<td>Private</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residents admitted to a newer LTC home (meaning that the bed is classified as “NEW” or “A” according to Ministry design standards)</td>
<td>$83.35</td>
<td>$2,535.23</td>
</tr>
<tr>
<td>Residents admitted to newer beds on or after September 1, 2014, but prior to July 1, 2015.</td>
<td>$81.60</td>
<td>$2,482.00</td>
</tr>
<tr>
<td>Residents admitted to an older LTC home (meaning that the bed is classified as “B”, “C”, “D” or Upgraded “D” according to Ministry design standards)</td>
<td>$76.35</td>
<td>$2,322.32</td>
</tr>
<tr>
<td>Short-Stay Resident (Respite Bed)</td>
<td>$37.77</td>
<td>N/A</td>
</tr>
</tbody>
</table>

If you are unable to afford these accommodation charges, you can apply for a reduction in the charge, known as a “rate reduction”. In order to qualify for a rate reduction you must be a long-stay resident living in basic accommodation.

You will need to submit an application once you are admitted to an LTC home, but you should begin preparing now as you will need to provide documents showing your income. The care coordinator provides you with the correct rate reduction package to complete and take day of admission to the LTCH.
The following checklist will help you determine which home(s) is/are right for you, based on your **preferences** and **needs**. Being able to compare the homes will help you to make the **best choices possible**.

**Home #**

<table>
<thead>
<tr>
<th></th>
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<th>General Atmosphere</th>
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</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Residents are clean, well groomed and dressed in proper clothing.</td>
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<td></td>
<td>Residents appear to be happy.</td>
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<td></td>
<td>Staff seem friendly and helpful.</td>
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<td></td>
<td></td>
<td>Staff seem neat and well groomed.</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>The home is bright, clean and nicely decorated.</td>
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<td></td>
<td></td>
<td>The home has a pleasant outdoors area.</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td>Are there many additional costs for things like laundry?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th>Resident Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Rooms are clean and bright.</td>
</tr>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Rooms are spacious.</td>
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<td></td>
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<td></td>
<td>Rooms are well furnished and seem comfortable.</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>Each room has a bathroom.</td>
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<td></td>
<td>There are privacy curtains in all shared rooms.</td>
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<td></td>
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<td></td>
<td></td>
<td>There is storage and closet space in each room.</td>
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<td></td>
<td>Shared accommodation is available for couples.</td>
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<td>Personal telephone and cable television connections are available.</td>
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<td></td>
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<td></td>
<td>Air conditioning is available during the summer in residents’ rooms.</td>
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<table>
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<th>Common Areas</th>
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</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Dining areas are bright, pleasant and spacious.</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>There are specified activity rooms or areas in the home.</td>
</tr>
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<td></td>
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<td></td>
<td>There are special private areas for visiting.</td>
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<td></td>
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<td></td>
<td>There is an outdoor area designed for the safety of residents.</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Common areas are air-conditioned.</td>
</tr>
</tbody>
</table>

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<thead>
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<th></th>
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<th>Language</th>
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</thead>
<tbody>
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<td>In what language are services available in the home?</td>
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<td></td>
<td>What language do most of the residents speak?</td>
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<td></td>
<td>What language do most of the staff speak?</td>
</tr>
</tbody>
</table>
1 2 3 4 5  Religion

- Religious services are available in the home.
- Arrangements can be made for residents to attend services outside the home.
- There is pastoral visiting.
- The home has a religious affiliation.

1 2 3 4 5  Lifestyle

- There is an Activity Director who organizes a variety of activities to satisfy individual interests.
- An activity bus is available for outings.
- There are opportunities for residents to participate in planning activities.
- There is an active Residents’ Council.
- Library services are available.
- There is a banking service or interest bearing trust account for residents.
- There are hairdresser and/or barber services available on site.
- Pets are permitted in the home.
- There are policies regarding the use of alcohol in the home.
- There is a smoking policy and an approved smoking area.
- The home is a non-smoking home.

1 2 3 4 5  Health and Safety

- A registered nurse is on duty 24 hours a day.
- Qualified staff provides personal care and nursing care.
- Qualified staff supervises the dispensing of medications.
- Prescribed medications are routinely reviewed with the resident by his/her doctor.
- Therapeutic diets are available.
- There are opportunities for the resident and/or the family to have input in the plan of care.
- There is access to physiotherapy, speech therapy and occupational therapy.
- There is a social worker on staff.
- Residents have the choice of keeping their own doctor.
- The facility has specialized equipment to help residents with disabilities.
- There is Advance Directives policy i.e. A Do Not Resuscitate (DNR).
MOVING IN

You must move in no later than five days after you accept the bed.

You have the right to accept or refuse a bed. However, if you refuse the bed, your name will be removed from all waiting lists.

The date and time of admission to the home will be discussed at the time of acceptance of the vacancy.

**Transportation of the person and his/her belongings to the home from the community is the person/family’s responsibility.**

Here are some suggestions to help you with your move:

- Be honest – Make your fears and doubts known.
- Ask a family member or friend to go with you to help you settle into your new home.
- Bring your Ontario Health Card (OHIP).
- Bring your rate reduction application if you require financial assistance.
- Bring items with you that will make you feel more at home. For example, pictures, a bedspread, a favourite lamp, or a comfortable chair. Discuss these items with the home to ensure that they can be brought to the home (is there enough space for the items you would like to bring?)
- Label any aides (for example, wheelchairs, walkers, canes, dentures, glasses etc.) and bring them with you.
- Bring comfortable clothes, a sturdy pair of shoes, toiletries, shampoo, toothbrush, razor, etc.
- Ask your home if you should label clothes or if they will do this for you.
- Try to arrive on time.
- **DO NOT BE SHY TO ASK QUESTIONS!**

*Change can be positive!*

This is a time of new beginnings, new friends, and new interests. If a problem arises, deal with it immediately. Try to solve the problem on your own or with your family. If necessary, talk to the staff. For nursing care problems, see the Director of Care. Other problems or needs may come up after you move in. You may wish to speak with the Administrator or the Residents’ Council Advisory (every Home has one). If the problem is not solved, call your Care Coordinator at the CCAC.
KNOWING YOUR RIGHTS

It is very important that you are aware of your rights. A copy of the Resident’s Bill of Rights (for residents of Long Term Care Homes) has been included in this guide. Be sure to keep a copy of the Bill of Rights for future reference.

Residents’ Bill of Rights

Every resident has the right:

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.

Ministry of Health and Long-Term Care Information:

Info Line:
Families or patients can call with concerns and/or complaints at 1-866-434-0144. The Info Line is available in 21 different languages beyond English and French, including Spanish, Cantonese, Greek and Mandarin.

Ministry of Health Website: www.gov.on.ca/health

Frequently Asked Questions

Q: What if I move from a hospital to a Long-Term Care Home that is not one of my choices, can I go to a home of my choice when a bed becomes available?

A: Persons who move from a hospital to a Long Term Care Home not their first choice should indicate to the CCAC that they wish to remain on the waiting list for the home of their first choice. They can be transferred when a bed becomes available for them.
**Q:** What are my options when my needs can no longer be met at home?

A: There are no simple rules to say when the time has come. Patients must explore their own situation.

- You should be involved as much as possible in making the decision. Your wishes are very important.
- Involve key family members in the decision.
- If you are the caregiver, consider your own needs and health.
- Realize that making choices can be emotionally stressful and family relationships can become strained. If you are having a difficult time, get in touch with your local CCAC who will refer you to someone who will help.
- Tour the Homes that interest you, or have your family tour for you.

**Q:** How long do I have to wait?

A: Waiting times vary between homes depending on the type of accommodation requested and the size of the waiting list of specific homes. If a person chooses a home that has a long waiting list, a person may have to wait several months to obtain a bed. Your CCAC Care Coordinator can help with waitlist information for the homes and accommodation types you are considering.

**Q:** What happens when a bed is offered?

A: When a bed is offered, it often happens without warning. A decision needs to be made within 24 Hours. If it is difficult for you to arrange to move in the next day, you are allowed 5 days from the day you accept the bed. You will be charged for your accommodation from the day you accept the bed.

Waitlist information is updated on the South East CCAC website on the 15th of each month. Visit www.se.ccac-ont.ca and click on the link on the lower left hand side of the home page.
### SHORT STAY HOMES CHOICE LIST (as of November, 2010)

<table>
<thead>
<tr>
<th>FACILITY NAME</th>
<th>ADDRESS/TELEPHONE</th>
<th>ACCOMMODATION</th>
<th>CHOICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hastings Centennial Manor</td>
<td>1 Manor Lane, Bancroft. ON K0L 1C0 (613)332-2070</td>
<td>1 –Male (Regular)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 – Female (Regular)</td>
<td></td>
</tr>
<tr>
<td>Hastings Manor</td>
<td>476 Dundas St., West, Belleville,ON K8N 5B2 (613)-968-6467</td>
<td>1 -Male (Secure)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 -Female (Secure)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 -Female (Regular)</td>
<td></td>
</tr>
<tr>
<td>Westgate Lodge</td>
<td>37 Wilkie St., Belleville, ON K8P 4E4 (613)-966-1323</td>
<td>1 -Male (Regular)</td>
<td></td>
</tr>
<tr>
<td>Hallowell House</td>
<td>Hwy 33, 13628 Loyalist Pkwy Picton, ON K0K 2T0 (613)-476-4444</td>
<td>1 -Male (Regular)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 -Female (Regular)</td>
<td></td>
</tr>
<tr>
<td>Crown Ridge Place</td>
<td>106 Crown St., Trenton, ON K8V 6R3 (613)-392-1289</td>
<td>1 –Female (Regular)</td>
<td></td>
</tr>
<tr>
<td>Trillium Centre</td>
<td>800 Edgar St., Kingston, ON K7K 3H6 (613)-547-0040</td>
<td>1 – Male or Female (Secure)</td>
<td></td>
</tr>
<tr>
<td>Providence Manor</td>
<td>275 Sydenham St, Kingston.ON K7K 1G7 (613)-549-4164</td>
<td>2 – Male or Female (Regular)</td>
<td></td>
</tr>
<tr>
<td>Pine Meadow Nursing Home</td>
<td>124 Lloyd St., Northbrook, ON K0H 2G0 (613)-336-9120</td>
<td>1 – Male or Female (Regular, semi-private)</td>
<td></td>
</tr>
<tr>
<td>John M. Parrott</td>
<td>309 Bridge St.,W, Napanee,ON K7R 2G4 (613)-354-3306</td>
<td>1 – Male or Female (Regular)</td>
<td></td>
</tr>
<tr>
<td>Brockville General (Garden St. Site)</td>
<td>42 Garden St., Brockville, ON K6V 2C3 (613)-342-4462</td>
<td>1 – Male or Female (Regular)</td>
<td></td>
</tr>
<tr>
<td>Lanark Lodge</td>
<td>115 Christie Lake Rd, Perth. ON K7H 3C6 (613)-267-4225</td>
<td>1 –Male or Female (Regular)</td>
<td></td>
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</tbody>
</table>
**SHORT STAY PROGRAM**

The Short Stay program offers clients who are living at home or leaving a hospital an opportunity for respite or supportive care within a long-term care home. This might be an option if:

- The primary caregiver is planning a vacation
- The primary caregiver needs a well-deserved rest
- A person needs a short recovery period following an illness or surgery before returning home (also called convalescent care)

The care provided is the same as that provided for long stay residents, with the opportunity to take part in activities and share in all aspects of the daily routines. To be eligible for this program, you must intend to return home at the end of your stay.

The maximum length of stay for Short Stay Respite is up to 60 days at one time to a maximum of 90 days per year. There is a flat fee of $36.85 per day.

The maximum length of stay for Short Stay Convalescent Care is 90 days per year. There is no cost associated with Convalescent care. There are a limited number of short stay beds available, and it takes time to complete the application, so apply early.

**Can I get help in my own home rather than moving to a Long-Term Care Home?**

The CCAC will explore all options with you, including services available in your own home. There are limits to the amount of services available in the community. For some people, moving to a Long-Term Care Home may provide the level of care and support that they require.

CCAC and other community-based services include:

- Nursing
- Personal Care
- Physiotherapy
- Occupational Therapy
- Speech Therapy
- Alzheimer’s day program
- Foot Care
- Meals on Wheels

For those needing information and education resources that can help them remain healthy at home, CCACs connect people to timely and accurate information through the web-based resource, SouthEastHealthline.ca
Is there a cost for CCAC and other community services?
There is no direct cost for services provided by the CCAC such as nursing or personal care (bathing, dressing). Most other community support services (meal preparation, day programs, transportation, etc) do have a payment requirement. Your CCAC Care Coordinator will be happy to answer questions relating to your personal circumstances.

RETIREMENT HOMES

Can a Retirement Home meet my needs?
Other Names: Rest Homes, Residential Homes, Domiciliaries

Standard Services Offered: Accommodation and meals

Possible Services Offered: Help with bathing, dressing, medications and recreational activities

Application Procedure: Apply directly to the Retirement Home of your choice

Level of Care: Variable supervision and Nursing/Personal care provided

Cost: Prices are different for each Retirement Home. Each home will provide details of all charges

Retirement homes are privately owned and operated. There are no provincial government standards of care. However, local building, health, and fire regulations must be obeyed. Some retirement homes are members of the Ontario Residential Care Association for Residential Homes (ORCA) and must follow a set of regulations.

Recommendations:
1. Tour several of the Retirement Homes before you make your choice – use the checklist provided for LTC Homes in this booklet to see if the retirement home can meet your needs.
2. Obtain an information brochure.
3. Ask if the home is a member ORCA. (Ontario Residential Care Association)
4. Ensure that the Home can meet your changing health care needs.
5. Arrange to meet the Administrator or Care Director.

Please contact the South East CCAC for an up-to-date list of Retirement homes or go to the South East CCAC Website