

When is it time to consider a

Long-Term Care Home?



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Where do I start?

Home and Community Care Support Services South East connects you with the care you need, at home and in your community.

We are here to help you explore all of your various options as you consider what you need to be successfully supported in the comfort of your home. If you need help with day-to-day tasks, you may be able to access home care services and/or care in the community. Most people prefer to stay in their own home for as long as possible. Home and Community Care Support Services South East can provide you with information about long-term care (LTC) options if it becomes too difficult for you to live independently at home.

Home and Community Care Support Services South East staff will speak with you and/or your family or caregiver to identify what is important to you, assess your needs, determine your requirements for care, answer your questions and work with you to develop a customized care plan that meets your individual needs.



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Do I need to consider a long-term care home?



Like the various transitions that come with every stage and age of life, there may come a time when you need to consider a long-term care home (LTCH). Whether you are inquiring for yourself, a family member or friend, Home and Community Care Support Services South East will support you throughout your decision-making process and outcome. We are here to help you explore all options to remain supported at home for as long as possible.

Home and Community Care Support Services South East is the access point for ensuring a LTCH is the right place for you, and for authorizing admission to LTCHs across Ontario. Eligibility for entry to a LTCH is assessed by a Home and Community Care Support Services South East health care professional who will work with you to complete your application.

Care in your home

There are a wide range of options covered by Ontario Health Insurance Plan that may help you stay in your own home longer. When you contact Home and Community Care Support Services South East, you will be introduced to a Care Coordinator who will:

- Find out what is important to you, what you need, and answer questions about what Home and Community Care Support Services can provide and what's available in your community
- Conduct a health care assessment
- Develop a customized care plan that meets your specific needs
- Check in regularly with you and adjust your plan if your needs change

Care in your community

Community-based services such as meal services, friendly visiting, adult day programs, and transportation may help you to stay in your home longer than you thought possible. If you need more comprehensive support, here are some options to consider:

Complex continuing care is sometimes known as chronic care. Chronic care provides continuing, medically complex and specialized services in a hospital to both young and old, sometimes over extended periods of time. Chronic care is provided in hospitals for people who have long-term illnesses or disabilities typically requiring skilled care not available at home or in LTC facilities. Chronic care provides patients with medical and nursing care as well as room, board and other necessities.

Short-stay options

Respite Care is available for caregivers who would benefit from temporary relief, or those who need temporary care in order to continue to reside in the community and are likely to benefit from the stay.

Convalescent care provides you with the time to recover strength and build endurance to resume your normal activity level. Supportive and rehabilitative care is provided in selected LTCHs.

Interim care provides you with a short-stay interim bed if you are currently in hospital but require long-term placement to a LTCH, or if you need time to recover strength, endurance or function.

Retirement homes are privately owned and operated rental accommodations. People 65 years and older live in these homes and need less medical or nursing care than LTCH residents. Most retirement homes offer meals, housekeeping, laundry and recreation or social programs. Residents can purchase any of the care services offered by the retirement home. They are not funded by the government, but are regulated by the government.

Long-Term Care Homes may be what you need if you need; 24 hour nursing care, assistance with activities of daily living and/or require on-site supervision for safety and well-being.

If you are a veteran you may be eligible for Veterans Affairs Canada "Priority Access" LTC beds. Your local Home and Community Care Support Services can provide you with a list of veteran homes in your area. There are special programs that veterans may be eligible for to support them at home and in LTC.



How do I know when it's time to apply for long-term care?



There is no simple rule to tell when it's time to apply for LTC. Each person has a unique blend of care needs and available resources. Making a decision about when to seek LTC requires time and planning because there are a number of factors to be considered. People often make the decision to explore the LTC option when:



- You require 24 hour nursing care
- You require assistance with activities of daily living
- You require on-site supervision for safety and well-being
- Family/caregivers are no longer able to provide care
- Your health condition requires ongoing nursing care or a high level of personal support
- You are unable to return home after hospitalization
- Your care needs exceed what can be provided by other services in the community



Help is available for you and your family caregiver every step of the way.

You can ask for help from your:

- Hospital social worker or discharge planner
- Local Home and Community Care Support Services office
- Family physician or other health care providers in the community who are involved in your care

How do I apply?

There are **six steps** in the application process:

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

You and your family caregiver will be provided with the right information to help make an informed decision. Reading this brochure is your first step. Call Home and Community Care Support Services at 310-2222 (no area code required) to start the process.

2. Visit the homes you would like to consider

Home and Community Care Support Services South East encourages you and/or your family/caregiver to visit any LTCH you are considering. The also has a report on every long-term care home at: <http://PublicReporting.LTCHomes.net>.

3. Completing the application

Your consent is required in order to apply for, and be admitted to, a LTCH. Part of the application process involves a Home and Community Care Support Services South East Care Coordinator completing an assessment to ensure that your care needs can be met in a LTCH if it is determined that your care needs are not appropriate, a Care Coordinator will help you determine the best place for you to get the support you need.



4. Waiting to hear from the LTCH that your application has been accepted

Once your application is completed and Home and Community Care Support Services staff determine LTCH is the right place for you, your application will be sent to each home you have selected. Each home will notify Home and Community Care Support Services South East when an application is accepted. If it is not accepted, the LTCH will notify you and Home and Community Care Support Services South East, and a reason will be provided to you. Our Care Coordinators will help you look at alternatives.

5. Waiting for the next available bed

If your application is accepted, you will have to wait until a bed becomes available. The time you wait depends on the number of beds available in the LTCH, whether available rooms are for males or females whether beds are in private, semi-private or basic rooms.

While waiting, it is important that you are aware of the following:

- You are expected to be available for a bed offer at any time. This means Home and Community Care Support Services must have the most up-to-date information on how to reach you, your family or caregiver when a bed becomes available.
- Your family doctor or nurse will complete the medical assessment form prior to a bed being offered to ensure your records are up-to-date and that your application is maintained in good standing at the home of your choice.
- If you are waiting for a LTC placement in a hospital, you or your family/caregiver may be asked to reconsider your choices of LTCHs that have an especially long wait list. This will enable you to be placed in the most appropriate care setting within a timely manner. You do not have to change your choices. Should you decide to accept an available bed offer, you have the option of remaining on the wait list for another bed and transfer, should your preferred choice become available at a later date.
- Patients in hospitals awaiting placement in a LTCH may be required to pay a chronic care co-payment charge, which is a contribution to the cost of accommodation and meals, and is comparable to the co-payment that applies to LTCH residents. You can find information about the co-payment including rates and reduced payments information online at: www.ontario.ca/page/get-help-paying-long-term-care.

6. Responding to a bed offer

When a bed becomes available at one of the homes on your list, our staff will contact you to either accept or reject the offer. You must provide a response within 24 hours after receiving the offer. During this time, you can speak with your family or caregivers about this decision.

i. Accepting the offer of a bed

If you choose to accept the offer, you must move in within five (5) days of accepting. The Ministry cannot hold "vacant" beds due to high demand. Regardless of when you move in, you will be required to pay the accommodation cost for each of the five (5) days. If you move in on the day you receive the bed offer, you must also pay the cost for that day. If the bed that is offered to you is not your first choice, you may also choose to keep your name on the waiting list(s) 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. On moving day, getting to the LTCH and any moving costs and arrangements will be the patient's responsibility.

ii. Refusing the offer of a bed

If you are waiting for a LTCH bed and refuse the offer, your application to all chosen LTCHs will be cancelled. In this case, you cannot re-apply for 12 weeks after the day you were removed from the waiting list, unless there is a significant change in your condition or circumstances. There are some exceptions to this rule, you will want to discuss with your Care Coordinator.

Who can I talk to about questions and concerns after my move?

Home and Community Care Support Services South East staff will stay in touch with you

- Questions or concerns related to the placement process may be directed to Home and Community Care Support Services South East
- You or your family/caregiver can expect a call from our staff after you move into a LTCH to ask if you are satisfied with your new location and if you would like to remain on the list for your other choices
- If you are in the home, you can bring your questions or concerns about the LTCH to the Administrator or Director of Nursing and Personal Care of that LTCH
- All homes have a Residents Council where you can raise any issues or discuss ideas once you become a resident
- The Ontario Government offers the public the option to report any concerns to the Long-Term Care Action Line by calling 1-866-434-0144

Moving into your new home

Plan ahead for the move

- Have money set aside to pay for the first month's accommodation fee and any other optional services, such as cable TV, telephone, hair dressing, etc.
- If you are applying for an income subsidy, have your most recent Income Tax Notice of Assessment available.
- Once a LTCH bed has been accepted, you will be asked to sign the necessary documentation required by the home. Have copies of your power of attorney papers available.
- Identify which possessions you will move on or after moving day; this might include pictures, afghans, colourful bedding, radio, or other accessories.
- Check with the staff of the home to confirm if you are able to bring furniture that is suitable
- Label all personal items (e.g., eye glasses, hearing aids, dentures, radio, clock).

On moving day

If possible, have a family member or friend help with settling in. Be sure to remember essential items, including:

- **Medications:** The homes prefer you bring a Medication Administration Record or a list of current medications from your local pharmacy. However, if you are unable to obtain the list from your pharmacy, bring the prescriptions bottles, including over-the-counter medicine in the originally labeled containers
- Clothing that is machine washable
- Familiar things to make your room feel more like home
- Toiletries and personal items
- Cards for any medical coverage
- Your Ontario Health Insurance Plan Card
- Any assistive devices that you use



Additional resources and information

For information about accommodation and costs:

www.health.gov.on.ca/en/public/programs/ltc/12_residential_mn.aspx

Power of Attorney Kit: www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.php

Home and Community Care Support Services South East LTCH wait lists:

www.healthcareathome.ca/southeast

Advocacy Centre for the Elderly: www.advocacycentreelderly.org

Resources in the community: www.thehealthline.ca

Finding Long-Term Care Homes

There are several LTCHs throughout southeastern Ontario. Some homes are privately owned and some are non-profit, operated by municipalities or charitable organizations. With the website link below, you can find information on:

- The home's name, address, and the Home and Community Care Support Services location where the home is located
- Number of beds in the home
- Number of non-compliances found in the home

www.health.gov.on.ca/en/public/programs/ltc/home-finder.aspx

Searching for local health community services?



Find:

- Caregiver Supports
- Long-Term Care and Retirement Homes
- Mental Health and Addictions Services
- Home and Community Care
- Transportation
- and more

SouthEastHealthline.ca



Home and Community Care Support Services
South East



healthcareathome.ca/southeast