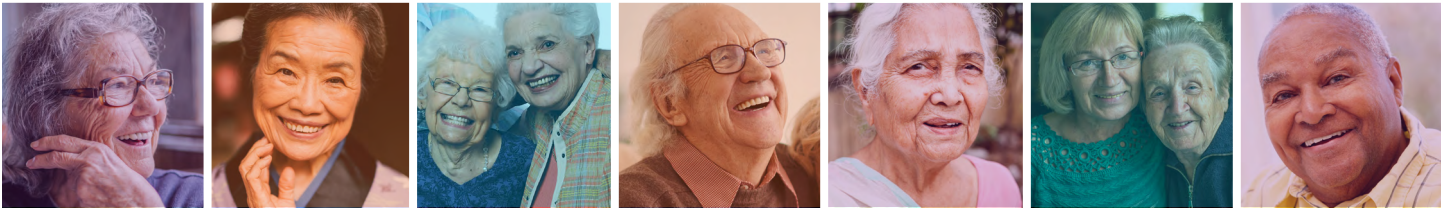
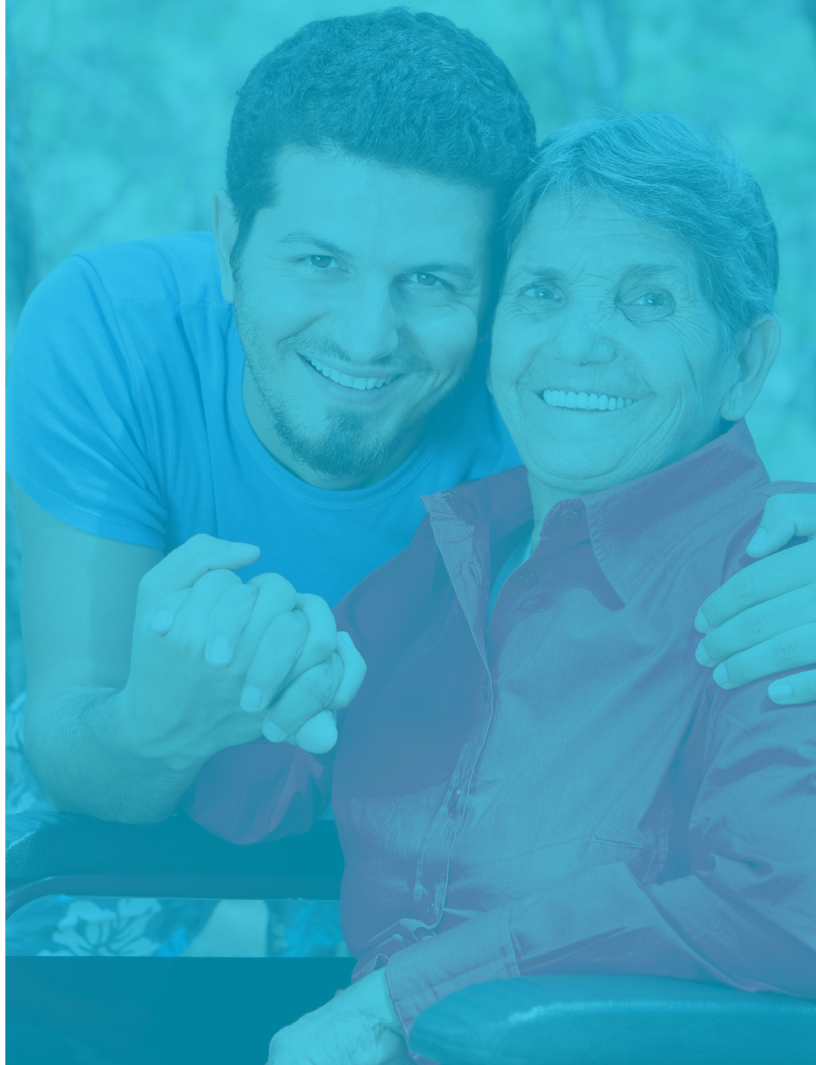


HOME AND COMMUNITY CARE SUPPORT SERVICES
Waterloo Wellington



Long-Term Care Guide





When is it time to consider a long-term care home?

Where do I start?

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

We will help you explore all your options to be supported primarily in the comfort of your home. If you need help with day-to-day tasks, you may be able to stay in your home with the support of home care services and/or care in the community. Most people prefer to stay in their own home as long as possible.

We can provide you with information about long-term care options if it becomes too difficult for you to live independently at home.

Our staff will speak with you about what is important to you, assess your needs, determine your requirements for care, and answer your questions. They will work with you to develop a customized care plan that meets your individual needs.

TERM	DEFINITION
Client	The person applying to go to long-term care (LTC)
LTC	Long-term care
OHIP	Ontario Health Insurance Plan
Placement	The process and/or act of applying for long-term care
SDM	Substitute decision maker (the person applying on behalf of the client)



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 (LTC) home. Whether you are enquiring for yourself, or for a family member or friend, we will support you throughout your decision-making. We're here to help you explore all your options to remain supported at home as long as possible.

Home and Community Care Support Services Waterloo Wellington is the access point for ensuring long-term care is the right place for you and for authorizing admission to LTC homes across Ontario.

Your eligibility for entry into a LTC home will be assessed by a Home and Community Care Support Services 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 the Ontario Health Insurance Plan (OHIP) that may help you stay in your own home longer. When you contact us, 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 Waterloo Wellington 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.

- Respite care is available for caregivers who would benefit from temporary relief, or patients 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 select LTC homes.
- Retirement homes are privately owned and operated rental accommodations. People 65 years and older live in these homes. People who live in retirement homes need less medical or nursing care than LTC home 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 they are regulated by the government.
- Long-term care homes may be what you need if you require: 24-hour nursing care, assistance with activities of daily living, and/or on-site supervision for safety and wellbeing.
- If you are a veteran you may be eligible for Veterans Affairs Canada "Priority Access" LTC beds. Home and Community Care Support Services Waterloo Wellington will be able to 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. Ask us for details.



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

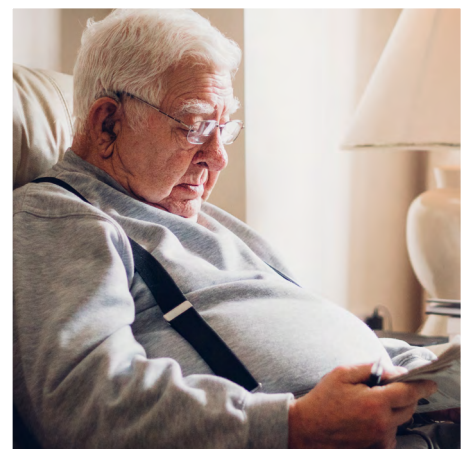
There is no simple rule to tell when it's time to apply for LTC. Each person has a unique blend of care needs and available resources. Making a decision about when to seek LTC requires time and planning because there are a number of factors to be considered.

You may be ready 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 wellbeing
- 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
- Your local Home and Community Care Support Services office by calling **1-888-883-3313**
- Your 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 or caregiver will be provided with the right information to help you make an informed decision. Reading this brochure is your first step. Call Home and Community Care Support Services Waterloo Wellington at **1-888-883-3313** to start the process.

2. Visit the homes you would like to consider

WWHealthline.ca has videos of many LTC homes in the area on its website. If visiting in person is impractical, short-list the homes you like by reviewing the videos. The Ministry of Health and Long-Term Care also has a report on every LTC home at: <http://publicreporting.ltchomes.net/en-ca/default.aspx> You will need to choose basic, semi-private, or private accommodation.

3. Completing the application

Your consent is required to apply for and be admitted to a LTC home. Part of the application process involves the Home and Community Care Support Services Care Coordinator completing an assessment to ensure that your care needs can be met in long-term care. If it is determined that your care needs are not appropriate for long-term care, Home and Community Care Support Services professional will help you determine the best place for you to get the help you need.

4. Waiting to hear from the long-term care home that your application has been accepted

Once your application is completed and our staff have determined long-term care is the right place for you, your application will be sent to each home you have selected. Each home will notify us that your application is accepted. If it is not accepted, the home will notify you, Home and Community Care Support Services, and Director and a reason will be provided to you. We will help you look at alternatives.

5. Waiting for the next available bed

If your application is accepted, you will have to wait until there is availability. The time you wait depends on: the number of beds available in the home, whether available rooms are for males or females, whether beds are in private, semi-private, or basic rooms, etc.

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

- You are expected to be available for a bed offer at any time. This means our staff must have the most up-to-date information on how to reach you, your family, or your 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 LTC placement in a hospital, you, your family, or caregiver may be asked to reconsider your choices of LTC homes that have an especially long wait list. This will enable you to be placed in the most appropriate care setting in a timely manner. You do not have to change your choices. Should you decide to accept an available bed offer, you have the option to remain on the wait list for another bed and transfer should your preferred choice become available at a later date.

Responding to a bed offer

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

Accepting the offer of a bed:

If you choose to accept the offer, you have up to five days after the offer to move in. If you move in on the 5th day, you are expected to pay for the cost of the days before you moved in. 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 for your other choice(s) and accept the offer available in the interim.

Refusing the offer of a bed:

If you are waiting for LTC and refuse the offer, your application to all chosen homes 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; they are:

- If you are in a hospital or psychiatric facility, have a health condition, etc. which prevents the move or would make your health worse, or
- If there is an emergency in the home or outbreak of disease that prevents you from moving into the home.

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

Home and Community Care Support Services Waterloo Wellington staff will stay in touch with you.

- Questions or concerns related to the placement process may be directed to us.
- You, your family, or caregiver can expect a call from our staff after you move into LTC 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 long-term care home to the Administrator or Director of Nursing and Personal Care of that home.
- 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 the offer of a 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 prescription 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 card
- Any equipment or aids 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
- **For a Power of Attorney Kit:**
www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/poa.php
- **For profiles of Long-Term Care Homes in the Waterloo Wellington:**
www.wwhealthline.ca/listServices.aspx?id=10665
- **Advocacy Centre for the Elderly:**
www.advocacycentreelderly.org/ Tel: 416-598-2656
- **Resources in the community:**
www.wwhealthline.ca

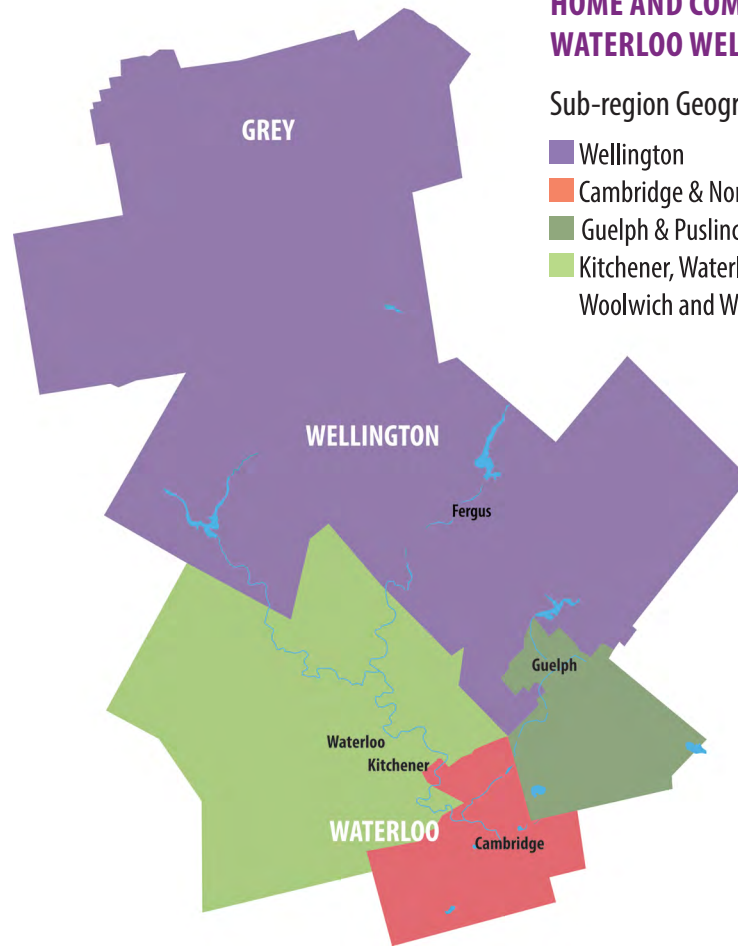




HOME AND COMMUNITY CARE SUPPORT SERVICES WATERLOO WELLINGTON

Sub-region Geographies

- Wellington
- Cambridge & North Dumfries
- Guelph & Puslinch
- Kitchener, Waterloo, Wellesley, Woolwich and Wilmot (KW4)



Home and Community Care Support Services Waterloo Wellington

Local: 519-748-2222 (Waterloo Region)

Toll-Free: 1-888-883-3313

TTY: 519-883-5589

Website: www.wwlhins.on.ca • Email: waterloowellington@lhins.on.ca

Cambridge Office

73 Water Street North, Suite 501
Cambridge ON N1R 7L6
519-748-2222

Waterloo Office

141 Weber Street South
Waterloo, ON N2J 2A9
519-748-2222

Guelph Office

450 Speedvale Avenue West, Suite 201
Guelph ON N1H 7G7
519-823-2550

Fergus Office

(By appointment only)
181 St. Andrew Street East, Unit #10
Fergus, ON N1M 1P9
519-823-2550

 Waterloo Wellington Local Health Integration Network

 Waterloo Wellington LHIN

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