



Planning for Long-Term Care

Helping you understand the application
and admission process

What is a long-term care home?

A long-term care home is a place for you to live comfortably and with dignity when it becomes too difficult to live at home independently. Long-term care homes are sometimes referred to as nursing homes.

A long-term care home provides:

- On-site nursing care 24 hours a day
- All meals
- Daily assistance with personal care – for example bathing, dressing and eating
- Accommodation with basic furnishings including a bed, chair and bed linens
- Laundry and housekeeping services
- Religious and spiritual services
- Personal hygiene supplies
- Someone to help you with your medication and medical or clinical supplies
- Social and recreational programs
- Safe and secure environment
- Some long-term care homes also provide short stay options such as respite and convalescent care



Across Ontario, Home and Community Care Support Services are the placement coordinators for admission to all long-term care homes.

All long-term care homes have Residents' Councils and many also have Family Councils. Both play a role in services provided in homes and improving quality of life for residents, such as answering your questions and helping 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 requirements within *The Fixing Long-Term Care Act, 2021*.

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 phase of your life. You may begin to explore long-term care as an option when you:

- Feel your care needs exceed what other services in the community can provide
- Need help with day-to-day tasks, such as eating, bathing and dressing
- Need on-site monitoring for your safety and well-being
- Are unable to return home after a stay in the hospital
- Need nursing care to be available on-site 24 hours a day

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 Home and Community Care Support Services will support you throughout your decision-making process. A care coordinator will work with you to:

- Explore other housing options such as:
 - Supportive housing and assisted living to help you remain supported at home as long as possible
 - Retirement homes, which are privately-owned and operated facilities, are suitable for seniors who require minimal health care assistance.
- Assess your needs whether you are at home, elsewhere in the community, or in the hospital, and determine your eligibility for admission into a long-term care home
- Help you make an informed decision and work with you and your family to complete your application to long-term care homes
- Assess if you are eligible for home care services and, if you are eligible, 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 your friends, family, doctor or religious/spiritual leader.

How much does it cost?

Once you are admitted to a long-term care home, you are required to contribute to the cost of your stay. Ontario's Ministry of Long-Term Care publishes accommodation costs for all long-term care homes online at ontario.ca/LongTermCare. Eligible persons may qualify for financial assistance. You can speak with your Home and Community Care Support Services care coordinator about costs for long-term care.

How do I apply to a long-term care home?

1) **Referral**

You can work with a Home and Community Care Support Services care coordinator to determine whether you are eligible for admission to a long-term care home and to identify homes appropriate for you. You can refer yourself or be referred to a care coordinator by a family member, physician, nurse, or community worker. If a person is not capable of making a decision about long-term care, the substitute decision-maker (for example, the person who holds a Power of Attorney for Personal Care or certain family members) may do so on their behalf. It is a good idea to discuss the decision to apply openly and respectfully with the person for whom long-term care is being considered.

2) **Visit homes you would like to consider**

Visiting homes or viewing virtual tours (if available) on your Home and Community Care Support Services or long-term care home website will help answer some of your questions. By taking a tour, you can get a better feel for the surroundings and the people who work and live in the home.

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

- For an information package on the home
- For copies of recent inspection reports – the province conducts regular inspections, as required under *The Fixing Long-Term Care Act, 2021*. You can also find the reports online at publicreporting.ltchomes.net
- To speak to a member of the home's Residents' Council
- To speak to a member of the home's Family Council, if available

Before touring the long-term care homes you are considering, list the features that are important to you and pre-book the visit so that you will be able to get an informative tour. Some things to consider for your list:

- **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/activities offered:** What types of programs/activities (for example, social events or outings) does the home offer its 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 best suited for your needs? Options include a private room, semi-private room or basic room. Please ask your tour guide about room set-ups (for example, sharing bathrooms, sharing rooms, personalizing your room with artwork) and costs.
- **Additional needs:** Throughout Ontario there are some beds available for veterans, for reuniting spouses who both require long-term care, and for those with religious, cultural or language preferences. Your Home and Community Care Support Services care coordinator will help you identify whether there are homes in your area that address your specific needs and whether you meet the requirements for admission.

3) Assessments and forms

- When you decide that long-term care is right for you, you can work with your Home and Community Care Support Services care coordinator to begin the application process.
- You will be asked to complete several forms as part of the application process. You or your substitute decision-maker must give consent to apply for and be admitted to a long-term care home.
- As part of the application process, your Home and Community Care Support Services care coordinator completes assessments to determine whether you are eligible for admission, including whether your care needs can be met in a long-term care home.
- If you are found to be eligible, you may select up to (5) five homes anywhere in Ontario. Home and Community Care Support Services can place you on a maximum of (5) five waiting lists. (This maximum does not apply to people who are assessed as needing an immediate long-stay admission because of a crisis in their condition or circumstances.)

What if I am eligible for long-term care?

Your Home and Community Care Support Services care coordinator will notify you that you are eligible for long-term care and will send your application to the home(s) you selected.

Each long-term care home will review your application to determine if the home can meet your needs.

What if I am not eligible for long-term care?

If you are not eligible for admission to a long-term care home, your Home and Community Care Support Services care coordinator will explain why your application was declined and help you find alternatives to meet your needs. They will connect you with community services that are right for you, such as meal services, friendly visiting and adult day programs, to help you stay home longer than you thought possible.

If you are not eligible for long-term care and you disagree with the determination, we encourage you to discuss the matter with your Home and Community Care Support Services care coordinator. If you are still not satisfied with the decision, you have the right to appeal to the provincial Health Services Appeal and Review Board:

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



Wait lists and wait times

Before moving into one of the long-term care homes you have selected, you will likely need to wait until an appropriate bed for your care needs becomes available. Waiting time can range from days, months or even longer depending on the type of accommodation you are waiting for and your care needs.

We know that waiting can be stressful for you and your caregivers. During this time, your Home and Community Care Support Services care coordinator will continue to work with you to ensure your needs are being met until a long-term care bed becomes available.

If you have been on the waiting list for a while, your care coordinator may need to reassess you to see if there have been any changes in your condition or circumstances.

Waiting in hospital

The ideal place to assess your long-term care needs, and develop the best possible immediate and longer term care plan for you, is in your home. Your day-to-day needs can best be evaluated and understood in your home. On some occasions, a person may need to wait in the hospital for long-term care placement. 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 so that you can receive the care you need sooner.

Patients in hospitals who are awaiting placement in a long-term care home may be required to pay a chronic care co-payment charge. The co-payment is a contribution to the cost of accommodation and meals, and is comparable to the co-payment applicable to long-term care home residents.

More information about the co-payment, including rates and information about reduced payments, is available: ontario.ca/page/get-help-paying-long-term-care.

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.

Waiting at home

If you are living at home while you wait and require support urgently, you or your caregiver may be asked to consider long-term care homes with shorter wait times so that you can receive the care you need sooner.

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 Home and Community Care Support Services care coordinator will contact you when an appropriate bed becomes available in one of your chosen homes. You must make a decision to accept or refuse the bed 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 must move in within five (5) days of accepting it. 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 long-term care home and any moving costs and arrangements will be your responsibility.

b) **Refusing a bed offer**

If you decide to refuse a bed offer, your file will be closed and you will be removed from the waiting list of all your chosen homes. You will not be able to reapply until 12 weeks after the day you were removed from the waiting list, unless there is a change in your condition or circumstances. There are limited exceptions to this rule; you will want to discuss this with your Home and Community Care Support Services care coordinator.

What if a long-term care home declines my application?

A long-term care home may decline your application for the following reasons under *The Fixing Long-Term Care Act, 2021*.

The long-term care home:

- 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

If your application is declined, the home will provide you with a written letter outlining the reason for declining. Your care coordinator will help you look for alternatives.

If you disagree with the long-term care home’s decision, you can make a complaint by calling the Long-Term Care Home Action Line at 1-866-434-0144.



North York West

Downsview LTC Centre

3595 Keele Street
Downsview, ON M3J 1M7
Tel: 416-633-3431

Harold & Grace Baker Centre

1 Northwestern Avenue W.
Toronto, ON M6M 2J7
Tel: 416-654-2889

Hawthorne Place Care Centre

2045 Finch Avenue W.
Toronto, ON M3N 1M9
Tel: 416-745-0811

Norfinch

22 Norfinch Drive
North York, ON M3N 1X1
Tel: 416-623-1120

North Park Nursing Home

450 Rustic Road
Toronto, ON M6L 1W9
Tel: 416-247-0531

Ukrainian Cdn Care Centre

60 Richview Road
Etobicoke, ON M9A 5E4
Tel: 416-243-7653

Villa Colombo Homes

40 Playfair Avenue
Toronto, ON M6B 2P9
Tel: 416-789-2113

Village of Humber Heights

2245 Lawrence Avenue
Etobicoke, ON M9P 3W3
Tel: 416-235-0201

Weston Terrace

2005 Lawrence Avenue W.
Toronto, ON M9N 3V4
Tel: 416-243-8879

North York Central

Carefree Lodge

306 Finch Avenue E.
Willowdale, ON M2N 4S5
Tel: 416-397-1500

Chartwell Gibson Long Term Care Residence

1925 Steeles Avenue E.
North York, ON M2H 2H3
Tel: 416-493-4666

Cheltenham Care Community

5935 Bathurst Street
Toronto, ON M2R 1Y8
Tel: 416-223-4050

Cummer Lodge

205 Cummer Avenue
North York, ON M2M 2E8
Tel: 416-392-9500

Extendicare Bayview

550 Cummer Avenue
Toronto, ON M2K 2M2
Tel: 416-226-1331

Seniors' Health Centre

2 Buchan Court
North York, ON M2J 5A3
Tel: 416-756-0066

Thompson House

1 Overland Drive
Don Mills, ON M3C 2C3
Tel: 416-447-7244

Valleyview Residence

541 Finch Avenue W.
Toronto, ON M2R 3Y3
Tel: 416-398-0555

Northern York Region

Cedarvale Lodge Retirement and Care Community

121 Morton Avenue
Keswick, ON L4P 3T5
Tel: 905-476-2656

Chartwell Aurora Long Term Care Residence

32 Mill Street
Aurora, ON L4G 2R9
Tel: 905-727-1939

Eagle Terrace

329 Eagle Street
Newmarket, ON L3Y 1K3
Tel: 905-895-5187

Mackenzie Place

52 George Street
Newmarket, ON L3Y 4V3
Tel: 905-853-3242

River Glen Haven Nursing Home

P.O. Box 368, 160 High Street
Sutton West, ON L0E 1R0
Tel: 905-722-3631

Southlake Residential Care Village

640 Grace Street
Newmarket, ON L3Y 8V7
Tel: 905-895-7661

Willows Estate Nursing Home

13837 Yonge Street
Aurora, ON L4G 3G8
Tel: 905-727-0128

York Region Newmarket Health Centre

194 Eagle Street
Newmarket, ON L3Y 1J6
Tel: 905-895-3628

Questions or concerns?

1. For general information about long-term care: visit ontario.ca/longtermcare or healthcareathome.ca/central
2. For questions about the long-term application or placement process: call us at **416-222-2241** or **905-895-1240**
3. To voice concerns or complaints: call the Long-Term Care Home Action Line at **1-866-434-0144**
4. For information on laws governing long-term care homes: visit ontario.ca/Laws

Eastern York Region

Bethany Lodge

23 2nd Street
Unionville, ON L3R 2C2
Tel: 905-477-3838

Bloomington Cove Care Community

13621 Ninth Line, RR#2
Stouffville, ON L4A 7X3
Tel: 905-640-1310

Chartwell Woodhaven Long Term Care Residence

380 Church Street
Markham, ON L6B 1E1
Tel: 905-472-3320

Markhaven Inc.

54 Parkway Avenue
Markham, ON L3P 2G4
Tel: 905-294-2233

Mon Sheong Stouffville Long Term Care Centre

162 Sandiford Drive
Stouffville, ON L4A 0G4
Tel: 905-883-9288 ext. 8628

Parkview Home Long Term Care

123 Weldon Road
Stouffville, ON L4A 0G8
Tel: 905-640-1911

Union Villa

4300 Highway #7
Unionville, ON L3R 1L8
Tel: 905-477-2822

Yee Hong Centre – Markham

2780 Bur Oak Avenue
Markham, ON L6B 1C9
Tel: 905-471-3232

Western York Region

Elginwood Long Term Care

182 Yorkland Street
Richmond Hill, ON L4S 2M9
Tel: 905-737-0858

King City Lodge Nursing Home

146 Fog Road, RR1
King City, ON L7B 1A3
Tel: 905-833-5037

Kristus Darzs Latvian Home

11290 Pine Valley Drive
Woodbridge, ON L4L 1A6
Tel: 905-832-3300

Langstaff Square Care Community

170 Red Maple Road
Richmond Hill, ON L4B 4T8
Tel: 905-731-2273

Mackenzie Health Long Term Care Home

10 Trench Street, 5th Floor
Richmond Hill, ON L4C 4Z3
Tel: 905-883-2442

Mariann Home

9915 Yonge Street
Richmond Hill, ON L4C 1V1
Tel: 905-884-9276

Mon Sheong Richmond Hill

11199 Yonge Street
Richmond Hill, ON L4S 1L2
Tel: 905-883-9288

Sherwood Court

300 Ravineview Drive
Maple, ON L6A 3P8
Tel: 905-303-3565

Villa Colombo Vaughan

10443 Highway #27
Vaughan, ON L0J 1C0
Tel: 289-202-2222

Villa Leonardo Gambin

40 Friuli Court
Woodbridge, ON L4L 9T3
Tel: 905-856-3939

York Region Maple Health Centre

10424 Keele Street
Maple, ON L6A 2L1
Tel: 905-303-0133

South Simcoe

Bradford Valley

2656 Line 6
Bradford, ON L3Z 2A1
Tel: 905-952-2270

Good Samaritan Nursing Home

481 Victoria Street E.
Alliston, ON L9R 1J8
Tel: 705-435-5722

Simcoe Manor Home for the Aged

5988 8th Line
Beeton, ON L0G 1A0
Tel: 905-729-2267

Contact Us

Home and Community Care Support Services Central

11 Allstate Parkway, Suite 500
Markham, ON L3R 9T8

Visit our website at

healthcareathome.ca/central

Reach us by telephone or TTY:

- **905-895-1240**
- **416-222-2241**
- **1-888-470-2222**
- **TTY: 416-222-0876**
- **310-2222** (area code not required)

Or, to learn about other services, visit
centralhealthline.ca