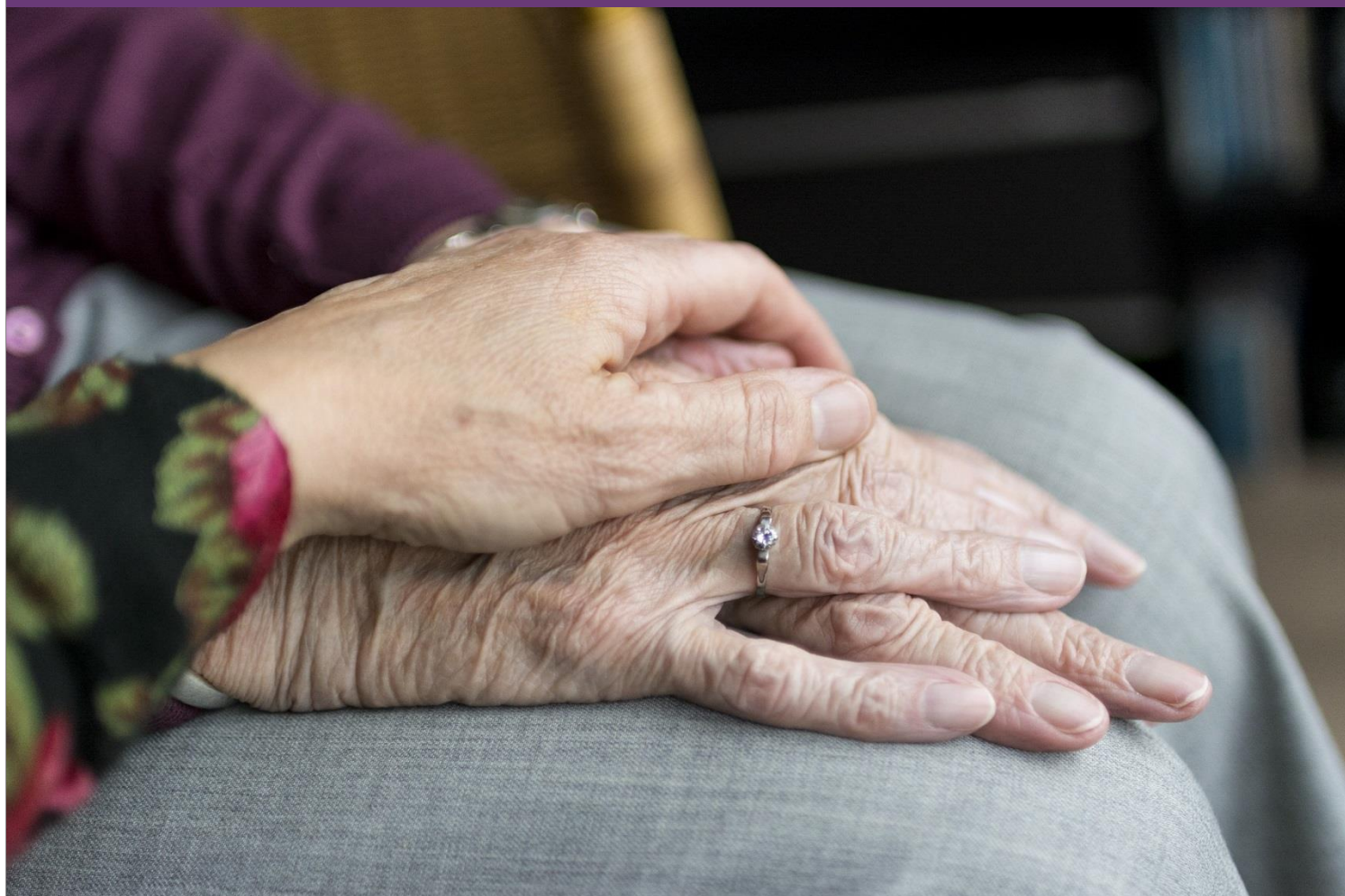


**HOME AND COMMUNITY CARE
SUPPORT SERVICES**
Hamilton Niagara Haldimand Brant

**SERVICES DE SOUTIEN À DOMICILE
ET EN MILIEU COMMUNAUTAIRE**
Hamilton Niagara Haldimand Brant



Your Guide to **LONG-TERM CARE PLACEMENT**

What is long-term care?

A long-term care home is a place for you to live comfortably, safely and with dignity when it becomes too difficult to live at home independently. This information will help you understand long-term care better and help you decide if long-term care is right for you. Your Home and Community Care Support Services Hamilton Niagara Haldimand Brant are the placement coordinators for admissions to long-term care homes.

A long-term care home provides:

- 24-hour nursing care
- All meals
- Assistance with day-to-day tasks such as feeding
- Daily assistance with personal care – for example, bathing, dressing
- Accommodation with basic furnishings such as a bed, chair, bed linens
- Laundry and housekeeping services
- Religious & spiritual services
- Personal hygiene supplies
- Someone to help you with your medication and medical and/or clinical supplies
- Social and recreational programs
- A safe and secure environment



In your new home, you will be provided with everything you need to have your physical, mental, social, spiritual and cultural needs met. Long-term care homes have Resident and Family Councils to answer questions and to help 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 high quality standards.

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 stage in your life. Specifically, you may begin to explore long-term care as an option when:

- You need on-site nursing care 24 hours a day
- You need help with day-to-day tasks such as feeding
- You need on-site monitoring for your safety and well-being
- You are unable to return home after a hospital stay or feel your care needs are beyond what other community support services can provide.

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



- Explore other housing options such as supportive housing, assisted living and retirement homes to help you remain supported at home as long as possible
- Assess your needs and determine your eligibility for admission to a long-term care home
- Provide you with information on costs and possible financial assistance, wait times, homes in your area and home-inspection reports
- Help you make an informed decision and work with you and your family to complete your application to long-term care homes
- Work with you to 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 friends, family, your doctor or religious 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.

The standard fee for all long-term care homes is set by the Ministry of Health and Long-Term Care and you can find out about accommodation costs for all long-term care homes by visiting [Ontario.ca/LongTermCare](https://www.ontario.ca/LongTermCare). You may qualify for financial assistance.

No one will be refused access to a long-term care home if they need it. You can speak with your Home and Community Care Support Services care coordinator for more information on costs or visit www.healthcareathome.ca/hnhb.



How do I apply to a Long-Term Care Home?

- 1) **Learn about the options available to you and the process for applying** - Your Home and Community Care Support Services care coordinator will help you make an informed decision. They will provide you with information on costs and possible financial assistance, wait times, homes in your area, home inspection reports and alternative arrangements in your community.
- 2) **Referral** - A person may refer themselves for admission to long-term care or be referred by a family member, physician, nurse, community worker or Home and Community Care Support Services care coordinator. The decision to request long-term care is up to each individual. It is a good idea to discuss the decision to apply for long-term care openly and respectfully with the individual who is being considered for long-term care and their whole family. If the individual is not capable of making a decision about long-term care, the person who holds Power of Attorney for Personal Care or the Substitute Decision Maker will do so on their behalf.
- 3) **Visit homes you would like to consider** - Before touring the long-term care homes you are considering, list the things that are important to you. The following questions will help you determine your unique preferences:
 - **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 offered:** What types of programs does the home offer to their 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 affordable and best suited for your needs? Options include a *private* room with private bath, two people to a room or *semi-private* and a *basic* room with up to four people to a room.
 - **Visiting hours:** What policies does the home have in place about visitors? Ask about visiting hours, vaccination status of visitors, testing and screening of visitors.
 - **Additional needs:** Throughout Ontario there are some beds available for veterans, for reuniting spouses, 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. Visiting homes or viewing virtual tours online will help you answer some of these questions. By taking a tour, you'll get a better feel for the surroundings and the people who work and live there.



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

- Request an information package on the home
- Request a copy of the most recent Compliance Review Report which will tell you how well the home is meeting the long-term care standards set by the government
- Ask to speak to a member of the Home's Residents Council
- Ask to speak to a member of the Home's Family Council if available.

Access additional checklists and more information below:

- **Long-Term Care Homefinder** [here](#) or visit www.ontario.ca/page/about-long-term-care
- **Selecting a Home** [here](#) or visit www.healthcareathome.ca/hnhb

4) Assessments and Forms

Once you've decided that long-term care is right for you and you meet the eligibility requirements, you can work with your Home and Community Care Support Services care coordinator to begin the application process.

- If eligible for long-term care, you may select up to five (5) homes anywhere in Ontario. The Home and Community Care Support Services can place you on a maximum of 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.
- You must also identify your choice of basic, semi-private or private accommodation.
- As part of the application process, your Home and Community Care Support Services care coordinator completes an assessment to ensure your care needs can be met in a long-term care home.
- During the application process, you will be asked to complete several forms. You must give your consent in order to apply for and be admitted to a long-term care home.



Review and Notification of Your Long-Term Care Application



Once you have submitted your long-term care application, it is reviewed and sent to the home(s) to determine if your needs can be met. **If your application is accepted** by a home, you will be placed on a wait list. **If your application is rejected**, you will be notified in writing by the long-term care home about the reason for the refusal. Your Home and Community Care Support Services care coordinator will continue to work with you, advocate on your behalf and help you look for alternatives.

Under the *Long-Term Care Homes Act, 2007*, a long-term care home may decline your application if:

- the home does not have the physical facilities necessary to meet your care requirements
- the staff at the home lack the nursing expertise to meet your care requirements

If you don't agree with the long-term care home's decision, you can appeal the decision by calling the **Long-Term Care Action Line at 1-866-434-0144**.

What if you are 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 discuss with you the reasons why and help you find alternatives to meet your needs. They'll connect you with community services that are right for you such as meal services, friendly visiting, adult day programs and many others to help you to stay in your home longer than you thought possible.

If you learn you're not eligible for long-term care and you disagree, 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 at the following address:

Health Services Appeal and Review Board
151 Bloor Street West, 9th Floor
Toronto, ON
M5S 1S4
Telephone: **416-327-8512** | Toll free: **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.

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, Home and Community Care Support Services may need to reassess you to see if there have been any changes in your condition or circumstances.

When you are waiting in hospital, 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. This may also be the case if you are living at home or in the community but need support urgently. 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.

Patients in hospital who are awaiting placement in a long-term care home may be subject to 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 that applies to long-term care home residents. You can find more information about the co-payment including rates and information about reduced payments online at: health.gov.on.ca/en/public/publications/chronic/chronic.aspx.

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 either accept or refuse a 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 are expected to move in within five (5) days of accepting it. 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 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 move-in day, it is your/your family's responsibility to take care of moving costs and transportation arrangements will be your responsibility.

b) Refusing a bed offer

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



Questions or concerns?

If you have questions about the application process or placement into long-term care homes, contact your Home and Community Care Support Services Hamilton Niagara Haldimand Brant care coordinator at **1-800-810-0000**.

Call the Long-Term Care Home Action Line toll-free at **1-866-434-0144** to voice concerns and complaints about long-term care Home and Community Care Support Services Hamilton Niagara Haldimand Brant.

The provincial government offers comprehensive information about long-term care at [Ontario.ca/LongTermCare](https://ontario.ca/LongTermCare).

For more information about the laws that oversee long-term care homes, visit ontario.ca/laws/statute/07I08.

Contact Us

For more information about long-term care placement or home and community care, please contact your local Home and Community Care Support Services Hamilton Niagara Haldimand Brant office today

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|---------------------|----------------|
| • Toll free | 1-800-810-0000 |
| • Hamilton | 905-523-8600 |
| • Burlington | 905-639-5228 |
| • Niagara | 905-684-9441 |
| • Haldimand-Norfolk | 519-426-7400 |
| • Brant | 519-759-7752 |

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