

HOME AND COMMUNITY CARE SUPPORT SERVICES

North East

A GUIDE TO PLACEMENT IN LONG-TERM CARE HOMES IN NORTHEASTERN ONTARIO



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310-2222 or 1-888-533-2222

Ontario 

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

Home and Community Care Support Services North East 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.

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

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, Home and Community Care Support Services North East 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.



We are 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 North 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 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 we 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 LTC homes.
- **Interim care** provides you with a short-stay interim bed if you are currently in hospital but require long-term placement to a LTC home 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. 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 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. We 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.

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
- Our office by simply calling **310-2222 or 1-888-533-2222**
- 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 caregiver will be provided with the right information to help you make an informed decision. Reading this brochure is your first step. Call us at 310-2222 or 1-888-533-2222 to start the process.

2. Visit the homes you would like to consider

Selecting a LTC home is a personal choice. Visiting a home before making a final decision will give you an opportunity to ask questions and get a feel for how each home operates. Most LTC homes offer scheduled tours or will arrange a private visit at a convenient time for you and your family.

The Ministry of Health and Long-Term Care also has a report on every LTC home at: <http://www.health.gov.on.ca/en/public/programs/ltc/home-finder.aspx>

3. Completing the application

Your consent is required in order to apply for and be admitted to a LTC home. Part of the application process involves the Home and Community Care Support Services North East 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, we 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 Home and Community Care Support Services North East 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 North East, and Director and a reason will be provided to you. Home and Community Care Support Services North East 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 we must have the most up-to-date information on how to reach you 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 or your family/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 of remaining on the wait list for another bed and transfer should your preferred choice become available at a later date.

6. Responding to a bed offer

When a bed becomes available at one of the homes on your list, we will contact you to either 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.

i. 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.

ii. 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 North 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 North East.
- You or your family caregiver can expect a call from us 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**.



ADDITIONAL RESOURCES AND INFORMATION

- **For information about accommodation and costs:**
<https://www.ontario.ca/page/find-long-term-care-home#section-3>
- **For a Power of Attorney Kit:**
<https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.php>
- **For profiles of Long-Term Care Homes**
www.healthcareathome.ca/northeast/en/Getting-Care/Getting-Long-Term-Care
- **Advocacy Centre for the Elderly:** www.advocacycentreelderly.org /
Tel: 416-598-2656
- **Resources in the community:** www.northeasthealthline.ca
- **Information for seniors:** www.ontario.ca/page/information-seniors

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 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 card
- Any equipment or aids that you use



Remember, settling into a new home takes time. This is a big change, and getting used to it is something that everyone goes through in their own time, and in their own way. Give yourself time to adjust.

Staff members at the home have helped many individuals transition to this level of care. Don't be afraid to ask for their help.

If you have a concern about a particular aspect of the home, talk to the Administrator or Director of Care so that it can be addressed immediately. A list of Residents' Rights will be given to you when you move in.

CONTACT US

Call us toll-free at 310-2222 (no area code required) or 1-888-533-2222.

healthcareathome.ca/northeast

Home and Community Care Support Services North East has many community offices to serve you, including:

KIRKLAND LAKE

53 Government Road West
Kirkland Lake ON P2N 2E5
Telephone: 705-567-2222
Toll free: 1-888-602-2222

SAULT STE. MARIE

390 Bay Street, Suite 103
Sault Ste. Marie ON P6A 1X2
Telephone: 705-949-1650
Toll free: 1-800-668-7705

NORTH BAY

1164 Devonshire Ave.
North Bay ON P1B 6X7
Telephone: 705-476-2222
Toll free: 1-888-533-2222

SUDBURY

40 Elm St, Suite 41-C
Sudbury ON P3C 1S8
Telephone: 705-522-3461
Toll free: 1-800-461-2919
TTY: 711 (ask operator for 1-888-533-2222)

PARRY SOUND

6 Albert St.
Parry Sound ON P2A 3A4
Toll free: 1-800-440-6762

TIMMINS

330 Second Avenue, Suite 101
Timmins ON P4N 8A4
Telephone: 705-267-7766
Toll free: 1-888-668-2222

For a full listing of offices, visit healthcareathome.ca/northeast.

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