

When is it time to consider a

Long-Term Care Home?





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. Home and Community Care Support Services South East is 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 are the access point for ensuring a LTCH is the right place for you, and for authorizing admission to LTCHs across Ontario.

Your eligibility for entry to a LTCH will be 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

A wide-range of options are covered by the 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, identify what you need, answer questions about what's available in your community and what Home and Community Care Support Services South East can provide
- Conduct a health care assessment
- Develop a customized care plan that meets your individual health care needs
- Check in and adjust your plan to meet your evolving needs

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 ongoing, medically complex and specialized services in a hospital, for both younger and older populations, 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 LTCH 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 patients who need temporary care in order to continue to reside in the community.

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

Interim Care provides patients with a short-stay interim bed if the patient is currently in hospital but requires long-term placement to a LTCH or if they need time to recover strength, endurance or function.

Retirement Homes are privately owned and operated rental accommodations. People who live in retirement homes 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 they are regulated by the Retirement Home Regulatory Authority.

Long-Term Care Homes may be what an individual needs if they require 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" LTCH beds. Home and Community Care Support Services South East 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. Ask Home and Community Care Support Services South East 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 a Long-Term Care Home (LTCH). Each person has a unique blend of care needs and available resources. Making a decision about when to seek a LTCH requires time and planning because there are a number of factors to be considered. People often make the decision to explore a LTCH option when:

- An individual requires 24-hour nursing care
- An individual requires assistance with activities of daily living
- An individual requires on-site supervision for safety and well-being
- Family/caregivers are no longer able to provide care
- An individual's health condition requires ongoing nursing care or a high-level of personal support
- An individual is unable to return home after hospitalization
- An individual's 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 support and guidance from:

- Your hospital social worker or discharge planner
- Home and Community Care Support Services South East by simply calling 310-2222 (no area code required)
- 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 Home and Community Care Support Services South East 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's you are considering. There 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, the Care Coordinator will help you determine the best place for you to get the support 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 South East staff has determined a 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. Home and Community Care Support Services South 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 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.
6. **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 South East staff 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 waitlist. 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 waitlist 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. The co-payment 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 more information about the co-payment including rates and information about reduced payments 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 LTCH's on your list, Home and Community Care Support Services South East staff will contact you and request that you either accept or reject the offer. You must provide a response within 24-hours after receiving a phone call. During this time you can speak with your family/caregiver about this decision.

i. **Accepting the offer of a bed**

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 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 Home and Community Care Support Services South East 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 Home and Community Care Support Services South East 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

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/poakit.asp
- **For Home and Community Care Support Services South East waitlist please visit:**
www.healthcareathome.ca/southeast/en/Getting-Care/Getting-Long-Term-Care/Wait-List
- **Advocacy Centre for the Elderly:**
www.advocacycentreelderly.org | 1-416-598-2656
- **Resources in the community:** www.southeasthealthline.ca
- **Ontario Family Council's Program:** www.familycouncilmembers.net

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, 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.



Finding Long-Term Care Homes

There are several **Long-Term Care Homes** 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 region 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

Home and Community Care Support Services South East Offices

For general inquiries, call **310-2222** (no area code required). This number will connect you to a Home and Community Care Support Services South East office nearest to your calling location.

Bancroft | 1 Manor Lane, Bancroft, ON K0L 1C0

613-332-2444 | Toll-Free: 1-800-717-2344

Belleville | 470 Dundas St., East, Belleville, ON, K8N 1G1

613-966-3530 | Toll-Free: 1-800-668-0901

Brockville | 555 California Ave., Unit #1, Brockville, ON, K6V 7K6

613-283-8012 | Toll-Free: 1-800-267-6041

Kingston | 1471 John Counter Blvd., Suite 200, Kingston, ON, K7M 8S8

613-544-7090 | Toll-Free: 1-800-869-8828

Smiths Falls | 52 Abbott St. North, Unit 1, Smiths Falls, ON, K7A 1W3

613-283-8012 | Toll-Free: 1-800-267-6041

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



www.healthcaresathome.ca/southeast

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