

Planning for Long-Term Care

When care at home is no longer possible



HOW WE CAN HELP

The Champlain Community Care Access Centre (CCAC) will get you the high quality and safe care you need in your home and in the community. Our staff are dedicated care professionals helping people stay in their homes as long as is possible. When it becomes too difficult to continue to live at home our Care Coordinators can help you look at your options for residential care, including Long-Term Care.

WHERE DO I START?

Care in Your Home and Community

At the Champlain CCAC our Care Coordinators help people and their families get the care they need and transition safely through our health system.

When you contact us, you will be introduced to members of our team who will:

- Answer any questions about the care and supports available in your community
- Discuss your needs and conduct an overall healthcare needs assessment
- Develop a customized care plan that meets your specific needs
- Check in regularly with you through personalized visits, and adjust your care plan if your needs change

Whether you're receiving support in your home or managing on your own, we can connect you to a variety of supports available in your community. For example, meal services, friendly visiting and adult day programs may help you stay in your home longer than you thought possible. Assisted living may be another option accessible through your Care Coordinator.

Anyone can access our support—no medical referral is required—and we deliver care through funding by the Champlain Local Health Integration Network (LHIN) through the Ministry of Health and Long-Term Care—all you need is your Ontario health card.

EXPLORING YOUR OPTIONS

The caring and knowledgeable professionals at the Champlain CCAC can help you make an informed decision as to whether Long-Term Care is right for you. We can also help you find options suited to your particular lifestyle and care needs, and guide you through every step of the application and admission process.



The decision to apply for placement in a Long-Term Care home should be made only after all other care options have been explored. For instance, if you need assistance with day-to-day personal care, you may be able to stay in your home with additional support. We can help determine the right care and health supports you require and get you the care you need.

WHEN TO APPLY FOR LONG-TERM CARE

Applying for placement in a Long-Term Care home is a major life decision. It is not an easy choice to make alone; one that is usually accompanied by many questions and mixed emotions. Whether you are considering an alternate living situation for yourself, a family member or friend, the professionals at Champlain Community Care Access Centre (CCAC) are here to provide support.

Because everybody has their own unique blend of care needs and available resources, there's no simple rule for telling exactly when it's time to seek access to Long-Term Care. More and more, patients in hospitals are being assisted to return home with supports, in order to be able to make their decisions about Long-Term Care from their own homes.

A number of factors must be considered when making this decision, which requires both time and careful planning. People often make the decision to explore Long-Term Care homes when:

- Their health condition requires a high level of personal support or ongoing nursing care
- Their care needs exceed what can be provided in the community
- Family caregivers are no longer able to provide care required

Fortunately, you can ask for guidance and advice from numerous people, including:

- A CCAC staff member; call **310-2222** or **1-800-538-0520**
- Your family physician or other service providers involved in your care
- Your hospital social worker or discharge planner

DIFFERENT TYPES OF CARE FACILITIES

It is important to note that not all Care Facilities are the same. If it has been determined that comprehensive, long-term support is necessary you may have a number of options to consider:

- **Short-stay care: Respite** may be ideal if you need a brief stay in a Long-Term Care home while your caregiver is on vacation or taking a break. **Convalescent care** may be available while you are recovering from an illness or surgery
- **A retirement home** may be a good fit if your care needs do not require 24-hour nursing availability or specialized services
- **A Long-Term Care Home** may be what you need if your care needs exceed the support available in the community and it has become too much of a challenge to stay in your own home
- **Adult Day Programs** (for seniors) are community support services that provide supervised individual programming in a group setting in order to assist individuals to achieve and maintain a maximum level of functioning. The Champlain CCAC coordinates admissions to Adult Day Program in the Champlain Region

- **Assisted Living Services for High Risk Seniors** are publicly funded, community-based health care services that provide eligible seniors with the personal support and services you need to allow you to continue living on your own for as long as possible. The Champlain CCAC coordinates admissions to the Assisted Living Seniors for High Risk Seniors in the Champlain Region
- **Veterans** may be eligible for priority access to Long-Term Care beds or special in-home care programs through Veterans Affairs Canada. They can be reached at **1-866-522-2122**.

To learn about the various Long-Term Care options in your area, visit www.champlainccac.ca. You can also take an online 'virtual tour' of most of the Long-Term Care homes in the Champlain CCAC region by visiting www.champlainhealthline.ca/ltchomes.

HOW TO APPLY FOR LONG-TERM CARE

In general, the application process consists of the following six steps:

1. Assessing your Options

Champlain CCAC professionals can provide you with the information you or your caregiver needs to make an informed decision about Long-Term Care. Part of this process involves an assessment to ensure your specific care and lifestyle needs can be met in a Long-Term Care Home. If it is found that your needs are not appropriate for Long-Term Care, your CCAC Care Coordinator will help determine the best place for you to get the care you need.

2. Visiting Long-Term Care Homes

A Champlain CCAC Care Coordinator is always available to help you as you go through the process of visiting, comparing and selecting Long-Term Care Homes in your area. To ensure you've considered all of your options, we will ask you to take a tour of several Long-Term Care Homes and identify whether you prefer basic, semi-private or private accommodations in the homes you have selected. The checklist found later in this guide is a useful tool for comparing the homes you visit.

3. Completing the Application

After you have selected Long-Term Care Homes that meet your care and lifestyle requirements, a Champlain CCAC Care Coordinator will work with you to complete the application, guiding you through the paperwork necessary to ensure you successfully apply to the homes you've selected. Please note that you will be contacted to ensure the health care information in your application is kept up to date by your care coordinator in cases where there is a significant time on a wait list.

4. Waiting for your application to be accepted

Once your application has been completed it will be sent to each home you have selected. After reviewing your application, each home will respond to both you and the CCAC regarding whether your application has been accepted. If it is not accepted, a Champlain CCAC Care Coordinator will help you look at alternatives.

5. Waiting for the next available bed

Before you can move into the home you have selected, you will first need to wait until your name comes up on the waiting list, and an appropriate bed for your care needs becomes available. The length of time you will wait depends on the number of beds available in the home, whether the available rooms are for males or females, the types of accommodation available (e.g., private, semi-private or basic rooms), the number of people already on the waiting list, etc. In cases where the need for long term care becomes more urgent, your Care Coordinator will assist you in moving the process forward and exploring more choice options.

While you are waiting, it is important to be aware of the following information:

- Because you are expected to be available for a bed offer at any time, your Care Coordinator must have the most up-to-date information on how to reach you should a bed become available.
- Waiting periods range from days, months or even longer depending on the type of accommodation you are waiting for and your care needs.
- Your Care Coordinator may ask for your assistance in obtaining medical updates from a family physician on a regular basis to ensure your records are up to date and that your application is maintained in good standing at the Long-Term Care home of your choice.
- If you are in hospital while you wait, hospital staff or a CCAC hospital Care Coordinator may ask you or your caregiver to reconsider your Long-Term Care choices that have an excessively long wait list. This will enable you to be placed in the most appropriate care setting in a timely manner. You can always move to one of your preferred choices at a later date when your name comes up on the waitlist.

6. Responding to a Long-Term Care Bed Offer

When a bed becomes available at one of the homes you have chosen, a Champlain CCAC Care Coordinator will contact you to offer you an available bed. You will then have the opportunity to respond to either accept or reject

the offer. You must provide a response within 24 hours of receiving the offer. During this time, you should speak with your family or caregivers about your decision and take a tour of the Long-Term Care bed they are offering, if you think this will assist you in making your decision.

i. Accepting the offer

If you choose to accept the offer, you are expected to move into the Long-Term Care Home on the next day or when the bed is made available to you. If you are waiting for a Long-Term Care bed from home, you may hold the bed for up to five days maximum, but you must be moved into the home on the fifth day by noon or you will lose the bed. (The home will charge a fee for holding the bed until you move in.) Should you move in to a Long-Term Care home that was not your first choice, you will be given a higher priority for your preferred home as opposed to any other choices that remain open.

ii. Refusing the offer

If you are waiting for Long-Term Care in the community and refuse a bed offer, your application(s) to your chosen home(s) will be closed. In this case, you cannot re-apply for a period of 12 weeks, unless there is a significant change in your condition or circumstances.

SELECTING THE RIGHT LONG-TERM CARE HOME

In your search for the Long-Term Care home best suited to your needs, there are a number of factors you will want to consider. Before touring the Long-Term Care homes in your area, list the things that are important to you or your loved one who is seeking care. The following questions will help you determine your unique preferences:

- 1. Location:** Is the home close enough for family and friends to visit?
- 2. Cultural/linguistic/religious preferences:** Are these factors that must be considered?
- 3. Past affiliation:** Do you have a preference for a specific Long-Term Care home due to current or past involvement (e.g., as a volunteer, board member or friend/family of a resident)?
- 4. Type of accommodation:** What type of room is both affordable and best suited for your needs (e.g., private room with private bath, private room with shared bath, two people to a room)?

Visiting checklist

The checklist on the following pages provides you with a series of questions that will guide you in your search for the right Long-Term Care home. First, write down the names of the five Long-Term Care homes you will be visiting:

Name of Long-Term Care Home 1: _____

Name of Long-Term Care Home 2: _____

Name of Long-Term Care Home 3: _____

Name of Long-Term Care Home 4: _____

Name of Long-Term Care Home 5: _____

In the checklist, use a check mark (✓) to assess which home best suits your needs. In addition, write down any specific details in response to the questions posed on page 13.

General Impressions: The Home

	Home 1	Home 2	Home 3	Home 4	Home 5
My loved one would be comfortable here	☐	☐	☐	☐	☐
There is a familiar, home-like atmosphere	☐	☐	☐	☐	☐
Staff communicate in a respectful, friendly manner	☐	☐	☐	☐	☐
Home is clean and uncluttered	☐	☐	☐	☐	☐
Home is free of unpleasant odors	☐	☐	☐	☐	☐
Home offers the following services in-house:					
• Physician	☐	☐	☐	☐	☐
• Other medical specialists	☐	☐	☐	☐	☐
• Dentist/denturist	☐	☐	☐	☐	☐
• Dietician	☐	☐	☐	☐	☐
• Registered nurses	☐	☐	☐	☐	☐
• Physiotherapy	☐	☐	☐	☐	☐

	Home 1	Home 2	Home 3	Home 4	Home 5
• Occupational therapy	☐	☐	☐	☐	☐
• Social work	☐	☐	☐	☐	☐
• Foot care	☐	☐	☐	☐	☐
• Pastoral care	☐	☐	☐	☐	☐
• Hairdressing	☐	☐	☐	☐	☐
Residents can retain their own physicians	☐	☐	☐	☐	☐
Suitable medical services are available	☐	☐	☐	☐	☐
Home is conveniently located for visiting	☐	☐	☐	☐	☐
Visiting hours are suitable	☐	☐	☐	☐	☐
Parking is available	☐	☐	☐	☐	☐
The cost of parking is reasonable	☐	☐	☐	☐	☐
Home is accessible by public transportation	☐	☐	☐	☐	☐
Safety and security features in the home are adequate	☐	☐	☐	☐	☐
Home's environment is stimulating	☐	☐	☐	☐	☐
Home's environment promotes independence	☐	☐	☐	☐	☐

General Impressions: The Room

	Home 1	Home 2	Home 3	Home 4	Home 5
Room size is adequate	☐	☐	☐	☐	☐
Space to maneuver a wheelchair or walker	☐	☐	☐	☐	☐
Furnishings are provided by the home	☐	☐	☐	☐	☐
There is a clear policy on what personal effects or furnishings residents can bring	☐	☐	☐	☐	☐
Windows can be opened	☐	☐	☐	☐	☐
Room is air conditioned	☐	☐	☐	☐	☐
Storage space is available	☐	☐	☐	☐	☐
Locked door or cupboard is available	☐	☐	☐	☐	☐

Private telephone service is available

Cable TV is available

Home 1 Home 2 Home 3 Home 4 Home 5

☐☐☐☐☐☐☐☐☐☐

Individualized Assessment

Care plan is tailored to resident's preferences and lifestyle (e.g., wake-up times, snacks and meals)

Family is involved in the assessment and care planning process

There is a clear role for the family in the home's caregiving process

Home 1 Home 2 Home 3 Home 4 Home 5

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Decision-Making

Staff involve the residents in their own decision making

Staff know a resident's likes, dislikes and their wishes for how he/she would like to be cared for

Residents can join service committees or groups (e.g., food committee, resident council)

Home 1 Home 2 Home 3 Home 4 Home 5

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Caregiver Training and Support

In-house training/education is provided for staff

Supports are provided to help staff with their work

Home offers the following programs for families:

- Orientation program
- Family council

Home 1 Home 2 Home 3 Home 4 Home 5

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

- Family support group
- Information (e.g., library or resource centre, information sessions)
- Opportunity to get involved with the home (e.g., communities, volunteer work)

Home 1 Home 2 Home 3 Home 4 Home 5

☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

Specialized Human Resources

Staff working in specialized units have chosen to do so

Regular day, evening and night staff for specialized units are in place

Specialized units use outside agency staff

Home has an active volunteer department

There is a clear role for volunteers with the home's residents

Home 1 Home 2 Home 3 Home 4 Home 5

☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

Programs and Activities

Activities and programming are planned for residents during days, evenings and weekends

Residents are involved in everyday activities (e.g., cleaning, baking)

There are opportunities for families to be involved in activities

Community activities and outings are available to residents

Home 1 Home 2 Home 3 Home 4 Home 5

☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

Community Involvement

Residents are encouraged to maintain their connections to the greater community

The greater community is involved with the home

Home 1	Home 2	Home 3	Home 4	Home 5
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

Transportation

Home has its own vehicle for outings and appointments

Accompaniment is provided on outings

Home 1	Home 2	Home 3	Home 4	Home 5
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

Use of Restraints

There is a policy and practice regarding restraints (e.g., physical, environmental, medical)

Home 1	Home 2	Home 3	Home 4	Home 5
☐	☐	☐	☐	☐

Prevention and Response to Abuse

There is a clear policy for addressing/preventing abuse to residents

Home 1	Home 2	Home 3	Home 4	Home 5
☐	☐	☐	☐	☐



Additional Comments about Each Home

Use the space below to write down any final thoughts or observations about the Long-Term Care homes you've visited:

Long-Term Care Home 1:

Long-Term Care Home 2:

Long-Term Care Home 3:

Long-Term Care Home 4:

Long-Term Care Home 5:

MOVING INTO YOUR NEW LONG-TERM CARE HOME

It is always best to be prepared. Before moving into your Long-Term Care home, make sure you have taken the following steps:

- Have money set aside to pay for the first month's accommodation fee, as well as any other optional services such as cable TV and telephone
- Have your most recent Income Tax Notice of Assessment available if you're applying for an income subsidy to a basic room accommodation
- Go to the Long-Term Care Home and sign the contract in advance (if possible)
- Have copies of your Power of Attorney papers available
- Identify the possessions you will move on or after moving day (these might include pictures, afghans, colorful bedding or other accessories)
- Check with the home's staff to confirm if you're able to bring your own furniture
- Check with the home's staff to confirm if items such as glasses, hearing aids and dentures need to be labeled prior to your arrival

On the day of the move itself, have a family member or friend assist you with settling in. Be sure to remember all essential items, including:

- All medications (prescriptions and over-the-counter medicine) in their original, labelled containers
- Clothing that is machine washable
- Familiar things to make your room feel like home
- Toiletries and personal items
- Emergency contact phone numbers
- Cards for any medical coverage
- Ontario Health Card
- Any personal medical equipment or aids you require

Moving days can be quite hectic and tiring. Remember to eat, drink and make time for a rest.

QUESTIONS OR CONCERNS AFTER YOUR MOVE

You or your family caregiver can expect a call from Champlain CCAC staff after you move into your Long-Term Care home to make sure you are satisfied with your new location and to ask whether you'd like to remain on the waiting list for your other home choices.

If you have questions or concerns after you are settled into your Long-Term Care Home:

- Questions related to the Long-Term Care home itself should go to the Home's Director of care.
- All Homes have a residents' council where you can raise any issues or discuss ideas with other families and residents
- Questions related to the placement process may be directed to the Champlain CCAC Placement Coordinator, **310-2222** or **1-800-538-0520**
- The Ministry of Health and Long-Term Care allows the public to report any concerns to the Long-Term Care Action Line by calling **1-866-434-0144**

Additional resources

- Information about Long-Term Care Accommodations and Costs:
http://health.gov.on.ca/en/public/programs/ltc/15_facilities.aspx
- Power of Attorney Kit:
www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp
- Residential Care Tips and Checklist:
www.health.gov.on.ca/en/public/programs/ltc/29_pr_checklist.aspx
- For Profiles of Long-Term Care Homes in the Champlain Care:
www.champlainhealthline.ca/ltchomes/
- Advocacy Centre for the Elderly:
www.advocacycentreelderly.org or 416-598-2656

For more information:

Call us at **310-2222** or **1-800-538-0520** or visit us online at:
www.champlainccac.ca.

About the Champlain CCAC

The Champlain Community Care Access Centre (CCAC) is one of the largest health service providers in eastern Ontario, connecting people to care in a region covering over 18,000 sq. km.

Every year, the Champlain CCAC assists thousands of people in diverse communities to navigate a complex health system. The CCAC supports clients in a variety of settings through injury, illness and the complications of aging or disability by connecting them to community based services and other resources. Our Client Care Coordination teams help develop care plans for people of all ages, focused on maintaining independence and dignity at home. When required, the CCAC also provides guidance through the application and admission processes to long-term care facilities.

For more information call **310-2222** or **1-800-538-0520**, or visit: www.champlainccac.ca. For additional information on community services and educational resources please go to: www.champlainhealthline.ca.