Planning for Long-Term Care

A guide for clients of the Champlain CCAC
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Where do I start?

Your Community Care Access Centre (CCAC) connects you with the care you need, at home and in your community. We can help you stay in your own home longer by providing care in your home and by coordinating care in your community, including specialized support services; and we can provide you with information about long-term care options if it becomes too difficult for you to live independently at home.

There are 14 CCACs in communities across Ontario that are funded by Local Health Integration Networks (LHIN) through the Ministry of Health and Long-Term Care.

This means that, through your tax dollars, CCAC advice and services are covered by OHIP.

Each CCAC is staffed by caring and knowledgeable professionals who will assess your needs, determine your requirements for care, answer your questions and develop a customized care plan that meets your individual needs.

If you are considering long-term care, your Community Care Access Centre will help you make informed decisions and support you through your entire care journey.

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 asking this question yourself or for a family member or friend, the Community Care Access Centre is available to support you through your decision-making. We are here to help you explore all your options to remain supported at home. When you have determined that long-term care is a necessary option, we will provide information on Long-Term Care Homes and we will guide you through every step of the application and admission process.

Community Care Access Centres are the access point for ensuring long-term care is the right place for you and for authorizing admission to Long-Term Care Homes across Ontario.

Your eligibility for entry into a Long-Term Care Home will be assessed by a CCAC health care professional who will work with you to complete an application.

TIP
It's always a good idea to talk to someone you trust and let them know what you want your life to look like in the future should you not be able to make decisions for yourself.
Applying for placement in a Long-Term Care Home is a major life decision. It is not an easy decision to make and usually is accompanied by many questions and mixed emotions. Although it will require some thought and reflection on your lifestyle choices and care, your CCAC team is here to help you find an option that is right for your particular care needs.

The decision to apply should be made after other care options have been explored and exhausted.

What are my options?

Before you think of leaving your home for a long-term care destination, your local CCAC will help you to explore all your options to be supported at home. If you need help with day-to-day tasks, such as bathing and cooking, you may be able to stay in your home with the support of home care services and/or care in the community.

Care in your home
Your CCAC offers a wide range of options covered by OHIP that may help you stay in your own home longer. When you contact your local CCAC, you will be introduced to a Case Manager (also referred to as a “Care Coordinator”) who will:
- Talk with you about your needs, and answer questions about what CCACs 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

Your CCAC has built strong relationships with trusted care providers in your community and can coordinate in-home services for you such as: nursing, help with bathing and dressing, physiotherapy, and more.

Care in your community
The CCAC is available to connect you to community services that are right for you. You can take advantage of a variety of support services available in your community, whether you’re receiving care in your home, or managing on your own.

Our knowledgeable staff provides the key link between you and all the available community-based services to help you achieve your best possible health care and wellbeing.

Community-based services such as meal services, friendly visiting, adult day programs and many more, may enable you to stay in your home longer than you thought possible. But if you do determine that you need more comprehensive support, here are some options to consider:

Champlain Community Care Access Centre (CCAC)
• **Retirement homes** are a good fit if your care needs don’t require 24-hour nursing availability, specialized services and government subsidized care.

• **Complex continuing** care may be the right level of care if your medical condition requires nursing care and other resources on a 24-hour basis. Typically, complex continuing care is necessary when care needs cannot be met in long-term care.

• **Short-stay** is ideal if all you need is a brief stay in a Long-Term Care Home while your caregiver is on vacation or taking a rest, or while you are recovering from an illness or surgery (this is also referred to as **respite care**).

• **Long-Term Care Homes** may be what you need if you have exhausted all the services in the community and it has become too much of a challenge for you or your caregiver for you to stay in your own home. If you are a veteran you may be eligible for Veterans Affairs “Priority Access” long-term care beds. Your local CCAC 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 long-term care. Ask your CCAC for details.

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**How do I know when it is time to apply for long-term care?**

There is no simple rule to tell when it’s time to apply for long-term care. Each person has a unique blend of care needs and available resources. Making a decision about when to seek long-term care requires time and planning because there are a number of factors to be considered.

People often make the decision to explore Long-Term Care Homes when:

• Family caregivers are no longer able to provide care

• Their health condition requires a high level of personal support or ongoing nursing care

• They are unable to return home after hospitalization

• Their care needs exceed what can be provided by other services in the community

**TIP**

To learn about the Long-Term Care Homes in your area go to:

www.champlain.ccac-ont.ca

www.champlainhealthline.ca

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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

• **Your local CCAC office** - simply by calling a client service representative at the CCAC at **310 CCAC (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
   A CCAC health care professional or hospital social worker is available to provide you with information about the application process. You and your family caregiver will be provided with the right information to help you make an informed decision.

2. Visit the homes you would like to consider
   A CCAC health care professional or hospital social worker is always available to work with you as you go through the process of selecting a home. You will be asked to choose up to five Long-Term Care Homes.

   You will also be required to identify your choice of basic, semi-private or private accommodation.

   You will be able to choose up to five long-term care homes. (You may decide to choose only one home as desired).

3. Completing the application
   Once you have made the decision that long-term care is the right place for your needs, you can work with the CCAC health care professional or hospital social worker to begin the process of completing the application. They will guide you through the process of completing all the necessary paperwork to ensure you apply to the homes that meet your care and lifestyle needs.

   Part of the application process involves the CCAC health professional doing 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, the CCAC professional will 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 the CCAC staff have determined long-term care is the right place for you, your application will be sent to each home you have selected for a review. Each home will respond back to the CCAC and to you regarding whether your application is accepted. If it is not accepted, a reason will be provided to you and the CCAC will help you to look at alternatives.

Champlain Community Care Access Centre (CCAC)
5. Waiting for the next available bed
   Once your application has been accepted, you will wait until a place becomes available for you. 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 the following information:
   • You or your family caregiver is expected to be available for a bed offer at any time. This means the CCAC staff 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.
   • The CCAC staff may ask for your assistance in obtaining medical updates from a family physician on a regular basis to ensure your records are kept up-to-date and that your application is maintained in good standing at the long-term care home of your choice. ("Regular basis" could be less or more frequent than the six months indicated).
   • If you are in hospital while you wait, hospital staff may ask you or your family caregiver to reconsider Long-Term Care Home 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 from your current Long-Term Care Home to one of your preferred choices at a later date once a bed becomes available.

6. Responding to a bed offer
   When a place becomes available at one of the homes of your choice, CCAC staff 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 are expected to move in the next day.

      If you are waiting for a long-term care bed from home, you may hold the bed for up to five days but must be moved into the home on the fifth day 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 of a bed
      If you are waiting for long-term care in the community and refuse a bed offer, your application to all chosen home(s) will be closed. In this case, you cannot re-apply for 12 weeks, unless there is a significant change in your condition or circumstances.
Who can I talk to about questions and concerns after my move?

CCAC staff will stay in touch with you
You or your family caregiver can expect a call from CCAC staff after you move into long-term care to ask if you are satisfied with your new location and if you would like to remain on the list for your other choices.

- Questions or concerns related to the Long-Term Care Home should go to the Director of Care of that home.
- All homes have a Residents’ Council where you can raise any issues or discuss ideas with other families and residents.
- Questions or concerns related to the placement process may be directed to the CCAC.
- The Ontario Government offers the public the option to report any concerns to the Long-Term Care Action Line by calling 866 434 0144.

Additional Resources and Information

For information about accommodation and costs:  
www.health.gov.on.ca/english/public/program/Long-Term Care/15_facilities.html

For a Power of Attorney Kit:  
www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp

For a Residential Care Checklist and Tips:  
www.health.gov.on.ca/english/public/program/Long-Term Care/29_pr_checklist.html

For Profiles of Long-Term Care Homes in the Champlain Area:  
www.champlainhealthline.ca/ltchomes/

Advocacy Centre for the Elderly:  
www.advocacycentreelderly.org/  
416 598 2656

TIP
Virtual tours of most of the long-term care homes, within the Champlain CCAC district can be found at:  
www.champlainhealthline.ca/ltchomes
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
• Have your most recent Income Tax Notice of Assessment available if you are applying for an income subsidy
• If possible, once the offer of a place has been accepted, go to the home and sign the contract in advance
• Have copies of the 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 to assist with settling in. Be sure to remember essential items, including:
• All medications (prescriptions and over-the-counter medicine) in the 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
• Your Ontario health card
• Any equipment or aids that you require

TIP
Moving days are always hectic and tiring. Being well prepared is a good start, but also remember to eat, take fluids and make time for a rest.
A Guide For Selecting A Long-Term Care Home

In your search for the Home best suited for you or your relative, there are many points that you will want to consider. This checklist provides you with questions that will guide you in your search.

Questions to Consider Before You Visit...
As you start touring Homes, list the things that are important for your relative that will help in making choices. The following questions may help you identify preferences:

1. Location: Is the Home close for family and friends to visit?

2. Cultural/Linguistic/Religious Preferences: Are these factors to consider?

3. Past affiliation: Does your relative have a preference for a specific Home due to current or past involvement (as a volunteer, board member, or family member of a resident?)

4. Type of accommodation: Identify the type of accommodation that is:
   a) Affordable
   b) Desired or best suited for your relative (private room with private bathroom; private with shared bath; 2 people to a room).
Long-Term Care Home - Visiting Checklist

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:

The checklist
The format of this checklist has been designed to provide you with a space to compare 5 separate Long-Term Care Homes.

In the boxes provided, use a (✓) to indicate you are SATISFIED and an (x) to indicate that you are NOT SATISFIED.

A) General Impressions

The Home
Would my loved one be comfortable in this Home? (✓)
Is there a familiar, home-like atmosphere? (✓)
Are staff communicating in a respectful, friendly manner? (✓)
Is the Home: • clean, tidy, uncluttered? (✓)
• free of unpleasant odours? (✓)
Is the Home convenient for visiting? (✓)
What are the visiting hours? (✓)
Is parking available? Cost? (✓)
Is there easy access to public transportation? (✓)
What medical services are available? (✓)
Can my relative retain his/her own physician? (✓)
The Residents’ Rooms

Size of room is adequate:
  • space to maneuver a wheelchair or walker?

Furnishings provided by the Home?

Personal effects/furnishings that residents can bring?

Own bed allowed?

Windows can open?

Air conditioning?

Storage space available?

Locked door or cupboard available?

Private telephone service available?

Cable available?

Are the following personal/care services provided in-house?
  • Physician
  • Other Medical Specialists
  • Dentist/Denturist
  • Dietician
  • Registered Nursing Staff
  • Physiotherapy
  • Occupational Therapy
  • Social Work
  • Foot Care
  • Pastoral Care
  • Hairdressing

B) Specialized Training and Education for Caregivers

What kind of in-house training/education is provided for staff?

C) Support of Caregivers

What type of recognition and support are given to staff for their work?

What types of programs are available for families?
  • An Orientation Program
  • A Family Council
• A family support group
• Information (a library, resource centre, information sessions)
• Opportunity to get involved in the House (communities, volunteer work)

D) Individualized Assessment
How does the Home involve the family in the assessment and care planning process?
Is the care plan tailored to the resident’s preferences and lifestyle? (Wake up times, snack foods or meals.)
What is the role of the family in caregiving in this Home?

E) Meaningful Programs and Activities
What kind of activity and programming is planned for residents in the day, evening and weekends? (ask for an activity calendar)
How can residents be involved in everyday activities (Ex: help with cleaning, baking, going for walks)
What opportunities are there for families to be involved in activities?
What community activities and outings are available for Residents?

F) Specialized Human Resources
Have the staff who work on specialized units chosen to do so?
Are there regular days, evening and night staff in place on the units?
How often do they use outside agency staff?
Does the Home have an active volunteer department?
What is the role of volunteers with the residents?

G) Supportive Physical Design
What are the safety and security features in the Home?
Is the environment stimulating?
Does it promote independence?
<table>
<thead>
<tr>
<th>Long-Term Care Home</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<tbody>
<tr>
<td><strong>H) Transportation</strong></td>
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<td>Does the Home have a vehicle for outings, appointments?</td>
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<td>How often and where do residents go?</td>
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<td>Who accompanies the residents on outings?</td>
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<td><strong>I) Decision-making: Respecting individualized Choice</strong></td>
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<tr>
<td>How does staff involve the resident in his/her own decision making according to his/her abilities?</td>
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<tr>
<td>How does staff know what the resident likes, dislikes and what their wishes in terms of how they like to be cared for?</td>
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<td>Are there service committees or groups that a resident can join (food committee, resident council, etc.)?</td>
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<td><strong>J) Use of Restraints</strong></td>
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<td>What is the policy and practice regarding restraints (physical, environmental, medication restraints)?</td>
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<td><strong>K) Prevention and Response to Abuse</strong></td>
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<td>If staff are treating residents unkindly, how is this addressed by the Home?</td>
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<td><strong>L) Community Involvement</strong></td>
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<td>How are residents encouraged to maintain their connection and involvement in the greater community?</td>
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<td>How is the greater community involved with the Home?</td>
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**Final comments about each Long-Term Care Home:**

1: __________________________________________________________
   __________________________________________________________
   __________________________________________________________

2: __________________________________________________________
   __________________________________________________________
   __________________________________________________________
Definitions of terms used throughout the guide are explained below

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>Client</td>
<td>The person applying to go to long-term care (LTC)</td>
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<tr>
<td>SDM</td>
<td><strong>Substitute Decision Maker</strong> The person identified to apply on behalf of the client</td>
</tr>
<tr>
<td>LTC</td>
<td>Long-Term Care</td>
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<tr>
<td>CCAC</td>
<td>Community Care Access Centre</td>
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<tr>
<td>OHIP</td>
<td>Ontario Health Insurance Plan</td>
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<td>POA</td>
<td>Power of Attorney</td>
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<tr>
<td>Placement</td>
<td>Term used to explain the process and/or act of applying for long-term care</td>
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</table>
Contact us at

310-CCAC (2222)

or visit our web site

www.champlain.ccac-ont.ca

www.champlainhealthline.ca