



A guide to planning for **Long-Term Care**



Hamilton Niagara Haldimand Brant

ccac casc

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires

About Us

The Hamilton Niagara Haldimand Brant Community Care Access Centre (HNHB CCAC)

Who are we?

The HNHB CCAC:

- is one of 14 CCACs in communities across Ontario,
- serves about 70,000 people every year, in a large area including Hamilton, Niagara, Haldimand-Norfolk, Brant and Burlington,
- is funded through the Local Health Integration Network, by the Government of Ontario (Ministry of Health and Long-Term Care).

What do we do?

The caring, professional staff at the CCAC help people:

- stay at home,
- avoid staying in the hospital,
- get support when they leave the hospital, and
- explore their options for long-term care.

Is there a cost for CCAC services?

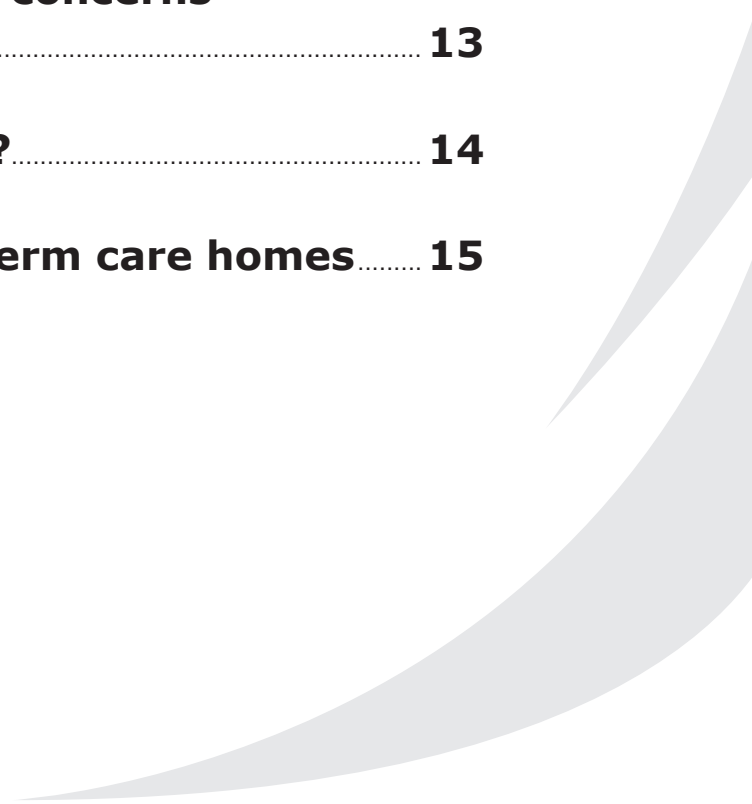
No, the care we provide is free of charge if you have a valid Ontario Health Card. The Government of Ontario provides the funding for our services.

Where can I get more information?

- Visit our website: www.hnhb.ccac-ont.ca
- Read our booklet "Connecting you with Care"
- Call our toll-free number **1-800-810-0000**

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Is it time to consider a long-term care home?

If you are thinking about the care you will need in the years ahead, your Community Care Access Centre (CCAC) can help. We can connect you with the care you need, at home or in the community.

We can help you stay in your home for as long as possible. If it becomes too difficult to live at home, even with help, we can explore long-term care options with you. No matter what your needs are - we are here to help.

How do I start?

Call the CCAC at **1-800-810-0000** to arrange a visit with a CCAC case manager. A case manager is a knowledgeable health professional who knows your community well.

Your case manager will work closely with you to:

- assess your needs for care,
- assess the resources available to help you,
- explore your options for care.

Your case manager will give you information and support, so that you can make decisions that are right for you.



What are my options for care?

1. Care in your home

Before considering a move to a long-term care home, your case manager will help you explore all your options to remain at home.

Your case manager will work with you to assess your needs. This means finding out what you are able to do and what you need help with. You may need help with day-to-day tasks, such as bathing and personal care, or you may need therapy or nursing care.

Together you will develop a plan of care that is right for you. Your care plan describes what you need to live safely and comfortably at home.

The help you need may come from:

- family or friends,
- services you can pay for, or
- community support services or home care, arranged by the CCAC.

The CCAC can connect you with community services such as:

- meal programs,
- friendly visiting,
- adult day programs, and
- other support services.

The CCAC can also provide health care services in your home. These services are commonly called “home care”. You may be eligible for:

- nursing,
- physiotherapy,
- speech therapy,
- occupational therapy,
- dietetics (food and nutrition therapy),
- support or counseling from a social worker,
- help with dressing and bathing (personal support).

You may need more than one type of service and your needs may change over time. Your case manager will continue to assess your needs and help you get the right services at the right time.

Your case manager will explain any costs related to your care plan. CCAC services are covered by your Ontario Health Insurance Plan (OHIP). However, there may be costs for equipment or for some community support services.

2. Care in your community

If you need more help than what is available to you at home, your case manager can help you think about other options.

Consider the places in your community where your needs could be better met, such as:

- a retirement home,
- short-stay or respite,
- a long-term care home.



TIP

Speak with someone you trust about your wishes, if you would like help making decisions.

You may want to name someone as your “Power of Attorney”.

This gives the person the right to make decisions on your behalf if you become incapable of doing so yourself.

Ask your case manager for a fact sheet or get a Power of Attorney Kit from this website:

www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp

Retirement homes

Retirement homes are privately owned and operated. Residents pay for their accommodation, care and services. A retirement home is a good choice if you can live independently with minimal support (you don't need nurses available 24 hours a day).

There are many types of retirement homes. Some have rooms or apartments. Others are communities or villages with separate homes for residents. Each one offers different services and activities.

Visit the retirement homes in your area to find the one that is right for you. Meet with the manager of the retirement home to discuss your needs and the costs, before you sign the rental agreement.

The CCAC is not involved with choosing or renting retirement homes. However, we can provide you with a list of homes in your area. If you live in a retirement home:

- you may be eligible for some CCAC services,
- CCAC will help if you decide to apply to a long-term care home.

Short-stay or respite

Short-stay is available when you need care for a short time. This is also called respite care.

You may need respite care when:

- your caregiver is on vacation or needs a rest, or
- you are recovering from an illness or surgery.

Your case manager may plan your respite care at home or in the community (for example, a brief stay in a long-term care home).

Long-term care homes

Long-term care homes can provide more care and support than what is available in a retirement home. They are designed for people who need:

- nurses available 24 hours a day,
- care in a safe setting.

A long-term care home is a good choice if:

- it has become too much of a challenge (for you or your caregiver) for you to stay in your own home,
- home care and community support services are no longer enough to meet your needs.

Long-term care homes are regulated by the Ministry of Health Long-Term Care. The government pays the costs of your care. You pay for your accommodation. The cost for a basic, semi-private or private room is set by the Ministry. Your case manager will go over these costs with you.

If you do not have enough income to pay for a basic room, the government offers financial help. You can apply for a subsidy to reduce the amount you are required to pay. This is called a rate reduction.

TIP

If you are a Veteran, you may be eligible for:

- Veteran Affairs "Priority Access" long-term care beds,
- special programs that support Veterans at home and in long-term care.

Your case manager can give you more details regarding these options.



When it is time to apply for long-term care?

The time to apply for long-term care will depend on your needs and the help available to you.

You may want to explore the option of a long-term care home with your case manager when:

- you require a lot of personal support or nursing care,
- family caregivers are no longer able to provide care,
- you are unable to return home after being in the hospital,
- your care needs are greater than what can be provided by services in the community.

The decision to apply for long-term care is yours. The CCAC understands the decision to move from your home is not an easy one. You may have many questions and mixed emotions. It can be helpful to talk about your feelings with people you trust, such as friends, family, your doctor or religious leader.

CCAC staff will work with you to:

1. determine your needs for care,
2. determine if you are eligible for a long-term care home,
3. apply to long-term care homes in Ontario.

The Ministry of Health and Long-Term Care requires the CCAC to assist every person applying to long-term care homes in Ontario.

This makes the process fair for everyone.

TIP

Here are some helpful websites:

- To learn about the long-term care homes in your area:
www.hnhb.ccac-ont.ca
- For reports about long-term care homes:
www.health.gov.on.ca/en/public/programs/ltc/
- For information about accommodation and costs:
www.health.gov.on.ca/en/public/programs/ltc/
- For a Residential Care Checklist and Tips:
www.health.gov.on.ca/en/public/programs/ltc/

How do I apply to long-term care homes?

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Once you have decided that long-term care is right for you, your case manager will help you apply to long-term care homes. There are six steps.

1. Learn about your options

We strongly encourage you to choose up to five long-term care homes. If your situation is urgent, please make as many choices as you can.

To make your choices, think about your priorities. What matters to you the most? Consider issues such as:

- the care and service available to you,
- the location and how easy it is to get there,
- the type of room you can afford (basic, semi-private or private),
- the other programs and overall atmosphere.

To shorten the time you have to wait, it is helpful to:

- choose as many homes as possible,
- consider homes with shorter waiting lists.

Your case manager can give you the information and support you need to make an informed decision. Feel free to ask any questions that you may have. In the end, the decision rests with you or the person you have chosen to make decisions on your behalf.

2. Visit long-term care homes

The best way to know if a home is right for you is to call the long-term care home(s) and arrange a visit. Visit all the homes you would like to consider. Your case manager can help you understand which homes are best able to meet your needs.

It is important to visit homes ahead of time, so you are ready to make a decision when a bed becomes available.

TIP

Use the checklist on page 15 when you visit long-term care homes.

Write down your comments about each home so you can compare them later.

3. Complete the application

Your case manager will work closely with you to determine your needs and complete the application.

The CCAC staff may ask for your help to:

- get a completed Health Report from your family doctor to ensure your records are up-to-date,
- ensure the information on your application for the long-term care homes of your choice is current within 3 months.

4. Accepting your application

The CCAC will share information from your application with the long-term care homes you have chosen. If a long-term care home can meet your care needs, your application will be accepted.

You will be put on their waiting list until a bed becomes available. Your case manager can discuss the average wait times for the homes you have chosen.

5. Waiting for a bed to become available

A bed may become available at any time, so please make sure:

- the CCAC has the right phone number to reach you or your caregiver,
- you or your caregiver are available for a phone call.

It may take some time before a bed is available. We know that waiting can be stressful for you and your caregivers. Your case manager can help if you have any questions or concerns while you wait.

The waiting period may be days, months or longer. The time you may have to wait will depend on:

- your health care needs,
- the number of homes you have chosen,
- the number of beds available in the home,
- the type of rooms available - basic, semi-private or private,
- whether available rooms are for men or women.

If you are in the hospital while you wait, staff may ask you or your caregiver to consider long-term care choices that have shorter waiting lists. This may enable you to move sooner to a place that can provide the type of care you need. Once you are there, you can remain on a waitlist for the home of your choice and move to your preferred home when a bed becomes available.

TIP

A long-term care home may give your application higher priority if:

- you have experienced a crisis and your situation is urgent,
- you have care needs and are joining a spouse or partner already living in long-term care.

If you have special needs related to your ethnic or cultural background, your application may be given special consideration by a long-term care home that can meet those needs.

6. Responding to the bed offer

The CCAC will call you when a bed that matches your needs becomes available. You will have 24 hours to accept or refuse the offer (based on Government regulations). During this time, you can speak with your family or caregivers about this decision.

If you choose to accept the bed offer:

- You are expected to move in as early as the next day or within five days. If you are waiting at home for a long-term care home, you may hold the bed for up to five days. You must move into the home within 5 days or you will lose the bed.
- The long-term care home will begin charging accommodation fees as soon as you accept the offer.
- If the bed offered to you is not your first choice, you may move in and keep your name on the waiting lists for your other choices.

If you choose to refuse the bed offer:

- Your application to all long-term care homes will be closed.
- You may reapply in 12 weeks, or sooner if your condition or situation changes.

How do I plan ahead for the move?

Before you move to a long-term care home:

- Have money set aside to pay for the first month's accommodation and other services, such as cable TV or hairdressing.

If you are applying for rate reduction, bring the rate reduction package with you along with supporting documentation. Your case manager will give you a package of information about rate reduction and tell you which forms are needed when you move in. The long-term care home will help you apply for the rate reduction after you move in.

- If possible, go to the home and sign the contract as soon as you accept the bed offer.
- Have copies of your Power of Attorney forms available.
- Decide what you are going to take on moving day. Check with the staff to see if you can bring any furniture. You may want to bring pictures, bedding, a radio, clock and other things that will make your room feel like home.
- Label all your personal items, including your clothes, glasses, hearing aid, dentures, cane, walker or wheelchair.



TIP

Planning ahead will help you be ready to move when you accept a bed offer.

Moving into a long-term care home:

- If possible, have a family member or friend help you move and settle in.
- Be sure to bring everything you need, including:
 - ✓ clothing that is machine washable
 - ✓ familiar things to make your room feel like home, like pictures and your bedspread
 - ✓ toiletries and personal items
 - ✓ emergency contact phone numbers
 - ✓ your Ontario Health Card
 - ✓ the equipment or aids that you own, such as a cane, walker, wheelchair, raised toilet seat
- The staff will greet you and take you to your room. They will answer your questions and help you get comfortable.



TIP

Moving days are always hectic and tiring.

Being well prepared is a good start, but also remember to eat, drink fluids and make time for a rest.

What if I have questions or concerns after I move?

Moving is a big change in your life. It is normal to feel overwhelmed at first.

The staff understands how you feel. They will do their best to help you settle in and smooth out any problems. Your family can visit often, and take part in activities and planning your care. With a little time, you can adjust to your new surroundings.

If you have questions or concerns at your new home:

- Feel free to speak with the Director of Care at the long-term care home.
- Talk with the "Residents Council". Each long-term care home has a group of residents and families that discuss and resolve issues.
- To report a concern, call the Ministry's "Long-term Care Action Line" at 1-866-876-7658.

The CCAC will stay in touch with you.

Once you have moved to your new home, we will send you a letter asking if you would like to stay on the waiting lists for your other choice(s).



How do I contact the CCAC?

Call the HNHB CCAC toll free number: **1-800-810-0000**
or contact the office in your area.

Area	Phone number	Address
Hamilton	905-523-8600	310 Limeridge Road West Hamilton ON L9C 2V2
Niagara	905-684-9441	149 Hartzel Road St. Catharines ON L2P 1N6
Haldimand-Norfolk	519-426-7400	76 Victoria Street Simcoe ON N3Y 1L5
Brant	519-759-7752	274 Colborne Street Brantford ON N3T 2H5
Burlington	905-639-5228	440 Elizabeth Street 4th floor Burlington ON L7R 2M1

For more information, please visit our website:
www.hnhb.ccac-ont.ca

Checklist for visiting long-term care homes

Things to consider	Long-term care homes				
	Name:	Name:	Name:	Name:	Name:
Location: <ul style="list-style-type: none"> • close to family and friends? • near bus routes? • parking available? 					
Surroundings <ul style="list-style-type: none"> • attractive and home-like? • well-lit and comfortable? • clean and in good condition? • places for family events? • gardens? 					
Rooms: <ul style="list-style-type: none"> • types of rooms available? • size of rooms? • size of bathrooms? 					
Residents <ul style="list-style-type: none"> • comments about the care and caregivers? • involved in planning care? • family members feel welcome? 					
Staff <ul style="list-style-type: none"> • friendly and caring? • answered my questions? • treat residents and each other with respect? 					

Things to consider	Long-term care homes				
	Name:	Name:	Name:	Name:	Name:
Services <ul style="list-style-type: none"> • choices of food, meal times and locations? • organized recreational and outdoor activities? • spiritual services? • medical care? • access to phone, TV and internet services? • transportation? • banking? • personal care - foot care, hairdresser or barber? 					
Reports <ul style="list-style-type: none"> • written plan of care? • plans in place for fire and other emergencies? • inspection reports available? • smoking policy? 					
Other things that are important to you:					

[illegible]

We welcome your comments and suggestions for improvement.

The HNHB CCAC is funded by the Government of Ontario through the Hamilton Niagara Haldimand Brant Local Health Integration Network.

