

Section 12

Accommodation

When it is necessary for the Care-Receiver to move, there are many options. Changes or moves are difficult for the elderly. The decision to move is the most difficult one for the senior and caregiver to make. Possibly with the help of a counsellor, social worker, family member, or other informed person, select one or two appropriate types(s) of housing and two or three specific facilities that might meet the Care-Receiver's needs, preferably in the neighbourhood of their choice. You and/or your family member(s) must visit the facilities to consider which would be a suitable facility for the Care-Receiver.

Suggested Steps to take:

Recognize and accept your abilities and limitations as a Caregiver when choosing a facility

- If possible, discuss housing facilities with your Care-Receiver, long in advance
- Contact the Community Care Access Centre and arrange for an assessment
 - Downtown Toronto – 416-506-9888
 - North York – 416-222-2241
 - East York – 416-423-3559
- Make sure your Care-Receiver is eligible for a Long-Term Care facility
- Contact your local community support service agency that deals with seniors - SPRINT - 416-481-6411
- Gather information on long-term care facilities through the CCAC and acquire the Ontario Residential Care Association free book called "The Care Guide" for retirement and care homes – 1-800-975-9736
- Remember the community which the Care-Receiver has been used to has changed, and they will be part of a new community

Seniors' Caregiver Handbook

- Acquire the booklet - "Every Resident - Bill of Rights For People Who Live In Long-Term Care Facilities". It is available free of charge from CLEO (Community Legal Education Ontario - 416-408-4420. CLEO has published a number of booklets on housing.
- POINT Community Information Service has a North Toronto Seniors' Housing ,Directory outlining all Senior and Long-Term Care facilities - 416-487-2427
- Arrange to tour a few facilities. These tours are usually at specific times and organized as group tours

Types of Accommodation Available:

Ontario's care continuance offers progressively more support:

- Living at home and receiving support from family and friends
- Home care
- Retirement Home Living
- Long-term care
- Chronic care

The Housing Connections is the housing registry (of the Toronto Housing Company) for social housing.

WHO WE ARE

Housing Connections was formed in June 1998. It was set up as a centralized body to make it easier for applicants to find out about social housing in Toronto and how to gain access to it.

WHAT WE DO

Housing Connections maintains a centralized waiting list and provides this service on behalf of the City of Toronto under an Operating Agreement with Toronto Community Housing Corporation. On July 30, 2003 the Board of Directors of Toronto Community Housing Corporation approved a plan to establish a stand-alone subsidiary, Access Housing Connections Inc (Housing Connections) that will be responsible for providing coordinated access for all social housing in Toronto.

Seniors' Caregiver Handbook

Housing Connections operates as a citywide and multi-tiered network, including agencies, housing providers and the Housing Connections office.

More than 250 housing providers can accept applications and provide vacancy information related to their respective locations. In addition, nineteen Access Centres provide services in a variety of languages and supplement the efforts of Housing Connections by assisting applicants with their housing search.

Our client group is low to moderate income families, singles and seniors.

Applicants for housing complete an application form, have a basic eligibility assessment and are placed on waiting lists for any participating housing providers for which they qualify.

Although Housing Connections maintains the waiting lists, housing providers continue to be fully responsible for their own tenant/member selection. This system allows funders to more accurately assess the demand for affordable housing in Toronto. Housing Connections does not make offers of accommodation or provide emergency housing, but can provide information about emergency shelters across Toronto.

Housing Connections

365 Bloor St. East, 7th Floor (Bloor/Sherbourne)

Toronto, ON Canada M4W 3L4

Phone: (416) 981-6111 Fax: (416) 981-6112

Office Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.

North Office

3050 Bathurst Street

North York, Ontario, M6B 4K2

Fax (416) 397-7092

East Office

2425 Eglinton Avenue East,
Suite 302

Scarborough, Ontario M1K 2P6

Fax: (416) 391-9373

South Office

365 Bloor Street East, 7th Floor

Toronto, Ontario, M4W 3L4

Fax (416) 392-9275

West Office

1901 Weston Road, Unit 6

Weston, Ontario M9N 3P1

Tel: (416) 245-4395

Seniors' Apartments are self-contained units primarily for people aged 55 years and over who can live independently, care for themselves and maintain their own home.

A Retirement Home is a tenancy under the Tenant Protection Act where older people who are in relatively good health and need minimal care can live. Some homes offer assistance with activities of daily living. The size and cost of a room or apartment varies between facilities. Amount of furniture that can be taken varies between facilities. Tour the facility before the selection is made and, if possible, arrange a trial stay for the Care-Receiver. Retirement residences let the resident choose what assistance they would like. Accommodation rates are subject to rent control Retirement homes in Ontario are affected by the Tenant Protection Act, the Health Protection & Promotion Act, the Building Code, the Fire Code and Municipal by-laws.

Assisted Living or a Care Home is a place to live where you can get health care services, attendant care, meals or help with everyday living. All Care Home tenants must have a written agreement or lease. Tenants must be given a Care Home Information package before the lease is signed. Reading the package will help you make the choice. A Care Home can provide nursing care, supervision of medications prescribed by a doctor, an emergency response system, help in getting from place to place, incontinence care and assistance with daily activities such as eating, bathing, dressing and personal hygiene.

Assisted Living facilities are for people needing assistance with activities of daily living but wishing to live as independently as possible for as long as possible. Assisted living is an intermediate level of long-term care between independent living and a nursing home. Assisted living facilities offer help with eating, bathing, dressing, laundry, housekeeping and assistance with medications. Assisted living facilities create a service plan for each individual upon admission. The plan is updated regularly to assure that the resident receives the appropriate care.

The Ontario Residential Care Association (ORCA) is a voluntary, non-profit association that sets standards and inspects and accredits their member retirement homes in Ontario. ORCA operates a Home Complaints Response and Information Service phone line 1-800-361-7254. This service applies to all retirement residences in the province and gives help in resolving retirement home complaints and provides information about the services provided and options available. ORCA has an information book "the care guide" which includes information about long-term care residences, assisted living, retirement homes, home health care, independent supportive living, Alzheimer care and hospice in south central Ontario, the GTA, Simcoe County and Hamilton and Niagara regions. The book is free and available by phoning 1-800-975-9736.

ORCA standards for Retirement Residences include:

- quality of resident care
- safety & security
- emergency planning
- building & property maintenance
- recreation opportunities
- food & meal service
- housekeeping & laundry
- compliance with Tenant Protection Act

Supportive Housing refers to a living unit where services such as meal preparation and homemaking are offered by on-site staff. This allows people to remain in their community. A 24-hour emergency service may be available.

Long-term care supportive housing services provide personal support services and essential homemaking to frail and/or cognitively impaired elderly person. Supportive housing services are available on a 24 hour on-site basis. These services are available at a number of housing provider locations across Toronto. Access is through CCAC.

Toronto Community-Based Services and Supportive Housing
416-392-8545

Independent Living Services 416-480-2500

Canadian Red Cross (Housing) 416-593-7499

Long-Term Care Facilities include Nursing homes, municipal Homes for the Aged and charitable Homes for the Aged. These

facilities provide care for individuals who cannot live independently in the community because they require more nursing or personal care than can be provided at home or in supportive housing.

These facilities are accessed through the CCACs only. Long-term care facilities are listed in the Ontario Residential Care Association Housing Directory.

Long-term care facilities are designed to care for very frail people that are not able to care for themselves and have numerous health care requirements. Application must be made through the local Community Care Access Centre (CCAC) where an assessment of the individual's is undertaken to determine eligibility for placement. Placement Coordination Staff (PCS) at the CCAC will provide you with information and advice and application forms.

The Ministry of Health & Long-term Care sets the types of accommodation and rates. The resident can be income tested for subsidy.

A Continuing Care Retirement community is a combination of Assisted Living facilities connected with independent living residences and nursing homes. The resident can take advantage of the full range of services available and the ease of transfer to a different type of facility is made easier without moving to a new facility and adapting to a new setting. All three facilities cover fees for shelter, amenities, residential services and any short-term and emergency care. The contracts differ in the amounts of entrance fees and monthly fees.

Independent Living is for people who want to and are able to live independently but do not want to maintain a home. Many people prefer to live in a community with others of the same age and similar interest. An independent retirement community allows for a great deal of social activities and trips. Many independent living facilities also offer prepared meals and provide a wide range of amenities.

A nursing home is either: a) commercially owned and operated individually, or b) as part of a chain or non-profit, operated by religious, cultural or charitable organizations. It is licensed and regulated by the Ontario Ministry of Health & Long-term Care for people who need greater nursing care than can be provided at home, but who do not need hospitalization. The Ministry pays for the programs and services provided by long-term care homes and residents are responsible for paying the cost of accommodation at rates that are set annually by the Ministry.

The Ontario Long-Term Care Association has information on nursing homes: 416 327-7126

Chronic Care Hospitals provide care for those who need regular medical assistance and ongoing nursing care. They may be private or non-profit.

Checklist when touring to guide the Caregiver and Care-Receiver in choosing the appropriate residence:

- The visiting arrangement for family and friends
- The access to TTC and proximity to visiting members of family & friends
- If the Care-Receiver will feel at home in the environment
- If the facility has comfortable furniture and suitable decoration
- If the resident are allowed to bring personal articles or furniture for decoration
- If there are a variety of activities to meet the needs of individual residents
- The cultural/religious affiliation
- If smoking is allowed
- If alcohol is allowed
- If there are outdoor facilities for residents' use
- If there is a selection of food at meals
- If the food is attractive and tasty and if snacks are available
- If the facility has contact with outside groups and volunteers
- If residents are dressed appropriately
- If the residence smells of urine
- If the residence is in good repair, clean & well-maintained and housekeeping neat and tidy

- If there is a Cognitive Impairment Unit and what is their definition of cognitive impairment
- If there are regularly scheduled care reviews with the staff
- If there are frequent baths
- The number of residents on each floor
- The number of staff per shift on weekends
- Qualifications of staff
- If resident needs more support than offered, what is available
- If the interaction between staff and residents is positive
- Is there a volunteer program in place in-house
- Is there a safe place for residents to keep personal belongings
- Are pets allowed or is there a pet-visiting program
- Can the facility meet the Care-Receiver's religious, cultural and language needs
- What happens if the resident requires hospitalization

No matter where the Care-Receiver resides, the following should be considered and monitored:

- Health care services available on-site
- Physical facilities and the food
- Quality of life and atmosphere
- Administrative policies of facility

Alzheimer's Homes

Many people in the early stages of Alzheimer's Disease live safely at home with memory cues like lists and notes. The care guidebook produced by ORCA lists the facilities catering to this disease. When looking for this type of residence, make sure it feels like the Care-Receiver's own home. It should allow personal touches and offer meals, family-style in a dining room or kitchen.

The Waiting List

Most facilities have waiting lists and they are managed in different ways. It is important that you keep in contact with your selected facility and keep them informed if the Care-Receiver no longer needs admission. The Toronto Housing Connections keeps waiting lists for social housing. Senior citizen apartments and retirement homes will put your name on a waiting list and notify you when they have a vacancy.

Facilities will admit couples when both people need the same level of care, but you may have to wait for the appropriate space to become available. The Chronic Care Hospitals often have lengthy waiting lists; so keep in touch with them. Their waiting lists consist of seriously ill people living at home and patients transferring from acute care hospitals, Nursing Homes or Homes for the Aged.

POINT - Community Information Service has lists and books outlining all Senior and Long-Term Care facilities - 416-487-2427
Available Facilities in North Toronto area:

Salvation Army – Meighan	
Retirement Residence	416-481-5557
Ewart Angus Homes	416-440-0574
Dorothy Klein Seniors	416-783-2679
Janet Magee Manor	416-392-6000
Joseph Brown Manor	416-392-6000
Montgomery Place	416-392-6000
Moore Place	416-392-6000
Saranac Apartments	416-392-6000
The Sherwood	416-392-6000
Belmont House	416-964-9231
Teddington Park Seniors Residence	416-481-4988

Long-Term Care Costs

Facilities' income is derived from payment for four main areas of resident care and services:

- nursing and personal care
- special programs and support services
- accommodation
- food

Accommodation Fee:

Accommodation fee is defined as:

- lodging in a room in the facility
- housekeeping services
- maintenance and use of the facility
- dietary services and food
- laundry and linen services
- administrative services

Insured services that are guaranteed include medical and nursing care. A fee is charged for accommodation, cleaning and upkeep of rooms. Residents occupying private or semi-private rooms pay an additional charge. The costs of private nurses and personal attendants are the responsibility of the resident. There are sometimes additional fees for dry-cleaning, drugs not covered by the drug benefit card, dental and eye care, tobacco and alcohol, transportation, escort service, telephone, hairdressing, laundry. Fees are set by the Ministry of Health and Long-Term Care. Further information can be sought from the Ontario Ministry of Health and Long-Term Care - 416-327-8952.

The only mandatory payment by residents is for accommodation. Residents also pay for any optional goods and services that they wish to use. Facilities are not permitted to charge a resident for nursing care, or for programs and support services, as these are funded by the government.

Basic charges are the same for all long-term care facilities throughout Ontario. A Nursing Home operator received a set fee for the care of each resident. This fee is called a per diem and is established annually through legislation. The total per diem is made up of the resident's portion and the government portion. There are three fee rates:

- basic or ward rate
- semi-private
- private

Retirement Home Complaints Response and Information Service

Phone 1 800 361-7254

Web site www.orca-homes.com

This service applies to all retirement residences in the province. Anyone can call the number above to get help resolving retirement home complaints.

Trained staff will take complaint calls about any retirement home in Ontario and help callers resolve problems.

If a complaint remains unresolved, then the name of the retirement home and the nature of the complaint will be posted

on the Complaints Response and Information Service website for the public's information.

The Move

Select a real estate agent who is knowledgeable of the senior's situation. The Caregiver should be involved with the sale of the Care-Receiver's house - as a mediator, helping with packing, cope with buyers looking through the house, helping to distribute possessions they are not taking with them, organize the movers.

Make the move as stress-free as possible. Include as many family members or friends as you can in the move.

Goodwill - Toronto 416-362-4711, ext. 2456 has volunteers who will organize and advertise a sale of contents. They will sort, arrange and price all goods and staff and manage a one or two day sale. They will also pack and remove the contents of an apartment or small home when a sale is not feasible and contents are donated to Goodwill.

Furniture Bank - 416-934-1229 - takes unwanted furniture and supplies to hostels

(Source: For Section 12 - Long-Term Care Facilities in Ontario: The Advocate's Manual - Advocacy Centre for the Elderly)

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