



Connecting you with care
Votre lien aux soins

CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires

Connecting You with Long-term Care in Waterloo Wellington

Information to help you and your loved ones
prepare for the move to long-term care

**Our vision: Outstanding care
– every person, every day**





Welcome to the Waterloo Wellington Community Care Access Centre (CCAC)

When you are no longer able to manage at home, even with supports from the CCAC and community, it may be time to consider long-term care. It's not an easy decision. This brochure will help you understand long-term care, choose and apply for homes, and prepare to make the move.

Your CCAC Care Coordinator will help you every step of the way. Don't hesitate to contact her or him if you have any questions or concerns.

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Understanding Long-term Care

- A long-term care home is a safe and secure environment for people who need 24-hour care and supervision.
- In a long-term care home, you will receive:
 - All your meals
 - 24-hour supervision and nursing care
 - Help with eating, grooming, dressing, bathing and toileting, as needed
 - Regular and emergency medical care
 - Social and recreational programs
 - Personal laundry service
- To learn more about long-term care homes, visit wwhealthline.ca and click on the Long-term Care Info box to view the video.
- Long-term care homes are operated by private companies, non-profit organizations, and municipal governments. All homes in Ontario are regulated by the Ministry of Health and Long-term Care. They all provide the same level of care and are inspected annually. Inspection reports are available online or upon request to the home.
- Your CCAC Care Coordinator will help you through the process of moving to long-term care. She or he will complete an assessment of your health, give you all the information you need, send in your applications, and let you know when a space becomes available. Your CCAC Care Coordinator and Placement Care Coordinators are available to answer questions at any stage in the process and will be your contacts when a place becomes available.



Applying for Long-term Care

When you and your family decide the time is right, contact your CCAC Care Coordinator.

You are eligible for long-term care if:

- You are 18 years or older
- You have an Ontario Health Card
- Your health care needs cannot be met by available publicly-funded community-based services or other arrangements
- Your care needs can be met in a long-term care home
- Caregiver support is no longer able to meet your needs
- You need at least one of the following:
 - Nursing care on-site 24 hours a day
 - Help with activities of daily living at frequent intervals
 - On-site supervision or monitoring

Once your eligibility is determined, you will be asked to choose up to five homes and list them in order of preference.

You'll find information about every home in Waterloo Wellington in our Directory of Long-term Care Homes, available from your Care Coordinator. Information is also available online at wwhealthline.ca (click on Long-term Care Info box—you'll find short videos about most homes).

If possible, make an appointment to visit the homes you are interested in or have a family member visit on your behalf. It's the best way to get a sense of what they're like before adding them to your facility choice list.

Here are some questions to keep in mind when choosing a long-term care home:

- Is the home inviting, clean and well maintained?
- Is there an atmosphere of warmth and respect for residents?
- Does the home have a cultural or religious affiliation similar to yours?
- What are the home's policies about visiting and participating in programs?
- Are there areas where you can visit privately with friends and family?
- Is there a pleasant outdoor space?
- Do the activities planned for the residents appeal to you?
- Are residents and family members involved in planning care?
- Are there choices at meal times? Is the food appealing? Does it meet your dietary needs?
- Can family members dine with residents?
- Can you bring your own furnishings and pictures?
- Are suitable medical services available on site?
- Is the room pleasant and roomy enough?
- What extra charges are there?
- What is the smoking policy for residents?



Rates and Finances

When you live in a long-term care home, you pay for your accommodation and meals and the Ontario government pays for the health and support services. The cost of accommodation and meals is set by the government, and all homes have the same cost structure.

Rates are based on the type of room you choose:

- Basic (with two, three or four beds per room)
- Semi-private (with two beds per room)
- Private (with one bed per room)

Not every home has every type of room.

Because rates change every year, your Care Coordinator will provide you with up-to-date information.

If you can't afford the cost of a long-term care home, you can apply for an additional rate reduction at the basic accommodation rate only. (There are no reductions for semi-private or private accommodations.) The reduction will be based on your income, not your assets. Your Care Coordinator can tell you how to apply.

There may be other sources of financial assistance available to you, such as:

- "Involuntary separation" supplement, if you must live apart from your spouse because one of you needs long-term care
- Federal income support programs
- Ontario Disability Support Program
- Ontario Guaranteed Annual Income System

For more information, ask your CCAC Care Coordinator or visit wwhealthline.ca and click "Basic Needs and Social Supports."

Wait Lists and Offers

When you apply for long-term care, there may not be a space available in any of the homes you choose. In fact, most long-term care homes in Ontario have a wait list.

Recent information about wait lists and wait times in Waterloo Wellington is available online at wwhealthline.ca (click on "Long-term care Info" and then "To learn more about wait times for Long-Term Care homes.")

When your application is accepted, your name will be placed on each home's wait list.

It's hard to know exactly when a space will become available. Your care coordinator will work with you and your family to ensure that you are safe at home or in other accommodation while waiting.

If there is a change in your situation while you are waiting, please contact your care coordinator immediately.

- If you are a veteran of the Canadian Armed Force you may be eligible for "Priority Access" to designated long-term care beds. Let your care coordinator know if you are a veteran.
- You can join your spouse or partner in a long-term care home, even if you wouldn't otherwise be eligible. Ask your care coordinator for more information.

When a space becomes available, a Care Coordinator or Placement Coordinator will contact you. You will have one day (24 hours) to accept, hold or refuse the offer.

- If you accept, you will be expected to move the next day, but can hold the space for up to five days for an additional cost.
- If the offer is not your first choice, you can move to the offered home and stay on the wait list for your preferred choice.
- If you refuse the offer, your name will be removed from all wait lists and you must wait three months before re-applying. If your situation changes, you may be able to re-apply sooner.



Making the Move

- When you arrive, have the following ready to give to the administrator of the home:
 - Your Ontario Health Card
 - A void cheque for automatic payment of your accommodation and other fees
 - Your Rate Reduction Application, if needed
 - Power of Attorney documents
 - All your medications, so the administrator can record prescription information. (You will receive your medications through the home in future.)
- Some personal items and small pieces of furniture may help to make your room more comfortable and feel like home. Check with the staff of the long-term care home about what personal items you can bring. Remember that the space will be limited.
- Be sure to bring any mobility aids (wheelchairs, walkers, canes, etc.), hearing aids and eye glasses with you.
- All homes offer a laundry service at no charge. Choose machine-washable clothing if possible – dry cleaning is the responsibility of residents.
- Don't bring the following:
 - Alcohol
 - Clothing irons
 - Cleaning supplies
 - Electric kettles
 - Heating pads
 - Your own bed or mattress

Check with the home about any other items that are not permitted.

Settling In

When the time comes to move to a long-term care home, you and your family may find the transition difficult. At first you may feel overwhelmed: give yourself time to adjust to your new surroundings.

- Invite friends and family to visit you often
- Make an effort to get to know the staff
- Get familiar with the routine and schedule of the home
- Don't hesitate to ask questions or say what you need
- Participate in orientation sessions and other opportunities to meet other residents
- Try out activities to see which ones are of interest to you
- Encourage your family to get involved in the long-term care home, and be part of decisions about your care

Within six weeks of arriving at your new home, you will participate in a “care conference.” This is an opportunity to meet the members of your care team and share any concerns or preferences.

Your team will include:

- You
- Your family
- Nurses
- Personal support workers
- The attending physician, to address any medical issues

It may also include:

- A faith worker, to support your spiritual needs
- A social worker, to help with family dynamics, financial concerns and other issues
- A dietitian, for advice on nutrition
- A physiotherapist, to help you get moving
- An occupational therapist, to help you get back to daily activities
- A recreation staff person, to help you find activities that interest you

Your Privacy

As part of the privacy program at the CCAC, we provide you with information about privacy during an assessment, on our website, and through this brochure. For more information, or if you have concerns about your privacy, contact our Privacy Officer at 519 883 5501

You have a right to know how we may use and give out your personal health information and how you may have access to it.

Consent

When you seek health care from us, we assume that we have your permission to collect, use and share your personal health information among your health care providers. In order to provide you with these services, our CCAC shares information with:

- Contracted service providers who provide health care, equipment and supplies
- Other health partners who help in providing health care (such as hospitals or long-term care homes)
- Authorized CCAC staff

Our CCAC may share your information with other health service providers in many ways, including by phone, by fax, or through a secure electronic sharing system. You can let us know if you do not want us to use, share or give out some or all of your personal health information to people who provide you with health care.

Your Rights and Choices

You, or a person who can make decisions for you about your personal health information, has the right:

- To see and get a copy of your personal health information
- To ask us to make corrections to inaccurate or incomplete personal health information
- To ask us not to give out your personal health information to other health care providers – we will not give out this information unless required or permitted by law to do so
- To be told if your personal health information is stolen, lost or improperly accessed

If you have any questions about how we handle your personal health information, please contact your Care Coordinator.



If you have concerns...

If you have concerns about your care, talk to your Care Coordinator. If your concern is not resolved to your satisfaction, talk to a CCAC Client Services Manager. You can also:

1. Call the CCAC Patient Relations Representative at 519 883 5500 ext. 5563 or by email at patient.relations@ww.ccac-ont.ca.
2. Request a formal review.
3. Appeal to the Health Services Appeal and Review Board (HSARB), if it concerns your eligibility for service, the type or amount of service you receive, or why services were discontinued.

Health Services Appeal and Review Board

151 Bloor Street West, 9th Floor
Toronto, Ontario
M5S 1S4
416 327 8512

4. Contact the Long-Term Care Action Line, a service provided by the Ministry of Health and Long-term Care, by telephone at 1 866 434 0144, seven days a week from 8:30 a.m. to 7 p.m.

For more information, go to wwhealthline.ca



For more information on long-term care, visit wwhealthline.ca and click on the Long-term Care Info box.

If you are a caregiver, visit caregiverexchange.ca for ideas and information.

If you have questions or concerns, call your Care Coordinator or Placement Coordinator.

For residents of the Region of Waterloo:

519 748 2222
888 883 3313

For residents of Guelph, Wellington County & the Township of Southgate:

519 823 2550
800 265 8338

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