

## Who is Eligible?

In order to qualify to move to a long-term care facility, a person must:

- Be 18 years of age or older
- Possess a valid Ontario Health Card
- Have health care needs that cannot be met with any combination of caregiving or community-based services in the home
- Have health care needs that can be met in a long-term care facility

If you are deemed ineligible and you feel that you are eligible, you have the legal right to appeal the assessment of ineligibility. If you choose to start the appeal process, your Care Coordinator/Case Manager at the CCAC in your area can give you the appropriate phone numbers and contact names. (Also see the “Rights Information Sheet” in the *Placement Application Form*.)

## Costs at Long-Term Care Facilities

The Ministry of Health and Long-Term Care pays for the care you receive, but you must pay for the accommodation costs shown below. The accommodation rates are adjusted annually by the Ministry and are standard across Ontario.

Accommodation	Daily Rate	Monthly Rate
<b>Long-Stay</b>		
Basic	\$ 48.69	\$ 1,480.99
Semi-Private	\$ 56.69	\$ 1,724.32
<small>(Basic rate plus maximum of \$8.00)</small>		
Private	\$ 66.69	\$ 2,028.49
<small>(Basic rate plus maximum of \$18.00)</small>		
<b>Short-Stay</b>	\$ 31.67	NA
<small>(Rates effective July 1, 2003 – subject to change)</small>		

Long-term care facilities cannot refuse admission to eligible individuals based solely on their inability to pay for accommodation.

## How do you Apply?

Application for admission into a provincially regulated long-term care facility can only be made through a Community Care Access Centre. Please contact the office of the CCAC in your area to make an appointment with a Care Coordinator/Case Manager.

CCACs will answer your questions and help with the application form. We will arrange the necessary assessments to make sure you are eligible for long-term care and give you the information you need to make this important decision. We can also provide you with assistance in accessing community support services that may help you manage until admission is arranged.

## Do you need Financial Assistance?

If you do not have enough income to pay for the basic room, the government can help you through a subsidy that will bring the cost down to a level you can pay. The **subsidy** is not available to people requesting semi-private or private rooms.

If you wish to apply for a subsidy, you must provide your **Notice of Assessment** from Revenue Canada, which provides proof of your annual income. You receive a *Notice of Assessment* each year after filing your income tax return. If you cannot find your *Notice of Assessment*, you can call **Revenue Canada** at **1-800-959-8281** and you will be sent the information you need.

Applying for a subsidy requires you to disclose only your annual yearly income. It does not include the value of your assets.

If a large portion of your pension income will be going towards payment for the facility and leaving your spouse with little or no income, call the **Income Security Program** at **1-800-277-9914** for further information.

## What do I need to know about the Application Process?

When you think the time has come to apply to a long-term care facility contact the CCAC in the community where you, or your family member, lives or is hospitalized. Your local CCAC will arrange for a Care Coordinator/Case Manager to come to your home or the hospital to assess your health-care needs and determine if you are eligible for a long-term care facility. During the application process the following forms must be completed.

- **Health Report.** This form can be filled out by your family doctor, a registered nurse or a nurse practitioner.
- **Evaluator Questionnaire re: Capacity to Make Admission Decisions.** This form must be completed by a health care or social service professional (doctor, nurse, physiotherapist, social worker, etc.). If you are assessed as capable of making your own decisions regarding placement, then you will sign the **Consent** form. (Should the application be submitted on behalf of an individual who has been assessed as being incapable of making a decision regarding his/her

housing needs, the individual's **Power of Attorney** for Personal Care must sign the form on the applicant's behalf.)

- **Placement Application Form.** You or a family member can fill out this form. Please include personal information which will help us get to know you and identify your needs.
- **Facility Choice Sheet for Placement.** You need to fill out both sides of this form. We strongly recommend you or a family member tour each facility before making your final decision. Please number your first, second and third choices. If you choose more than three, you will only be waitlisted on the first three. Make sure you sign and date the back of the sheet. (If the **Consent** form has been signed by the Substitute Decision Maker then he/she must also sign the **Facility Choice Sheet for Placement**.)

Mail the completed forms to your local CCAC. We advise you to make a copy of all forms before mailing.



### Tips

- Involve all key family members in the decision. You may have to make the ultimate choice yourself, but it is best to keep other family members informed.
- Ideally you and/or a designate—someone you trust—should tour a number of facilities prior to making a final decision. It can help answer many questions. Phone and make an appointment to tour the facility to ensure there is someone to show you around and that they have set aside the time to answer your questions. Ask to see the most recent **Facility Review Summary Report** which will tell you how well the facility is meeting the standards for long-term care.

## How do I know when the time has come?

As noted earlier, programs and services are available to help individuals continue to live in their own communities. This usually promotes better quality of life and uses far fewer health dollars than institutional care. Community-based services may enable you to stay in your home longer than you thought possible. However, there are limits. When community-based services can no longer meet your needs, there are other options available: supportive housing, retirement homes (see Community Services), and long-term care facilities.

Making a decision about when to seek long-term care in a facility is usually complicated because it concerns both your needs and abilities, along with the desires and resources of the caregiver(s). There is no simple rule to tell when the time has come. Each situation presents a unique mix of care needs and resources. What seems advisable in one case may not in the next. That is why it is essential that you explore your situation on its own merits.



## Examples of forms required for placement

**PLACEMENT APPLICATION FORM**

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_  
 PERMANENT ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_  
 POSTAL CODE: \_\_\_\_\_ TELEPHONE: ( ) \_\_\_\_\_

WHERE IS APPLICANT NOW?  HOME  HOSPITAL  ACUTE  OTHER  ASSESSMENT  CHRONIC  REHAB  ADMISS

Address \_\_\_\_\_ Telephone ( ) \_\_\_\_\_

Postal Code \_\_\_\_\_

DEMO-GRAPHICS  
 Common-Law/Partner  Male Birth Date \_\_\_\_\_ Place of Birth \_\_\_\_\_  
 Single  Female Y M D  
 Married  Citizenship  Canadian Citizen LANGUAGES SPOKEN \_\_\_\_\_  
 Divorced  Landed Immigrant 1ST \_\_\_\_\_  
 Separated  Other 2ND \_\_\_\_\_  
 Widowed

OHP Health Card # \_\_\_\_\_ Version Code \_\_\_\_\_ Social Insurance # \_\_\_\_\_

FIRST CONTACT  
 Surname \_\_\_\_\_ Given Names \_\_\_\_\_ Relationship to \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ Home Telephone ( ) \_\_\_\_\_  
 Postal Code \_\_\_\_\_ Business Tel ( ) \_\_\_\_\_

SECOND CONTACT  
 Surname \_\_\_\_\_ Given Names \_\_\_\_\_ Relationship to \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ Home Telephone ( ) \_\_\_\_\_  
 Postal Code \_\_\_\_\_ Business Tel ( ) \_\_\_\_\_

SUBSTITUTE DECISION MAKER (SDM)  
 Name \_\_\_\_\_ Relationship to Applicant \_\_\_\_\_ Home Telephone ( ) \_\_\_\_\_  
 Address \_\_\_\_\_ Business Tel ( ) \_\_\_\_\_

FAMILY PHYSICIAN  
 Name \_\_\_\_\_ Address \_\_\_\_\_ Business Tel \_\_\_\_\_

STAY AND ACCOMMODATIONS  
 TYPE OF STAY  Permanent  Short Stay ACCOMMODATION REQUESTED  Basic  Semi-Private  
 PERSON RESPONSIBLE FOR FINANCIAL AFFAIRS:  SELF  \_\_\_\_\_

FINANCIAL AFFAIRS  
 Name \_\_\_\_\_ Power of Attorney Relationship to \_\_\_\_\_  
 Address \_\_\_\_\_ Telephone (Home) (Bus.) ( ) \_\_\_\_\_

APPLICATION SUBMITTED BY  
 Contact Person \_\_\_\_\_ Telephone ( ) \_\_\_\_\_  
 Name of Referring Hospital / Agency (if applicable) \_\_\_\_\_ Date of Application Y M \_\_\_\_\_

OFFICE USE ONLY  
 Placement Coordinator \_\_\_\_\_ District \_\_\_\_\_ Telephone ( ) \_\_\_\_\_

**Ontario Ministry of Health and Long-Term Care / Ministère de la Santé et des Soins de Longue Durée**

**Health Report / Rapport médical**

The purpose of this form is to provide information about the person who is applying for admission to a Long-Term Care Facility. Indicate the source of information where appropriate. Please complete in block, ink and return to Community Care Access Centre within 10 days. Le but de ce formulaire est de fournir des renseignements sur la personne qui fait une demande d'admission dans un établissement de soins de longue durée. Veuillez préciser la source des renseignements fournis à l'appui. Veuillez remplir le formulaire à l'encre noire et le retourner au Centre d'accès aux soins communautaires dans les 10 jours.

Last name (Nom) \_\_\_\_\_ Address/Adresse \_\_\_\_\_  
 Number/Numéro \_\_\_\_\_ Street/Carrefour de la rue \_\_\_\_\_

Given name (Prénom) \_\_\_\_\_ City/Ville \_\_\_\_\_  
 Postal code \_\_\_\_\_ Province \_\_\_\_\_

Health ID/Carne santé?  Yes  No  Unknown/Inconnu

**Medical Diagnosis/Diagnostic médical**  
 Diagnosis and date of onset/Théorie des diagnostics et date d'apparition \_\_\_\_\_

Diagnosis discussed with applicant/Diagnostic discuté avec le patient  Yes  No  Unknown/Inconnu  
 by whom/par qui  Applicant  Family  Other \_\_\_\_\_

Diagnosis discussed with family with applicant's consent/Diagnostic discuté avec la famille  Yes  No  Unknown/Inconnu  
 by whom/par qui  Applicant  Family  Other \_\_\_\_\_

**History/Antécédents**  
 Real health history (physical, medical, surgical, social, psychiatric) attach medical report or summarize if available. Antécédents (ou leur) (y compris les renseignements d'ordre médical, chirurgical, social, psychiatrique, ou la famille) - veuillez joindre le rapport médical ou le consulter si disponible.

Use only drug, chemotherapy, surgery, radiation/Indiquez les médicaments, les chirurgies et les radiations \_\_\_\_\_

Please consider (Indiquez) any behavioral, social, emotional/personal/Other (si cela présente d'autres caractéristiques) \_\_\_\_\_

3749-0006

**FACILITY CHOICE SHEET FOR PLACEMENT**

APPLICANT'S NAME: \_\_\_\_\_ BIRTHDATE: \_\_\_\_\_  
 HEALTH CARD #: \_\_\_\_\_

PLEASE RANK YOUR CHOICES IN ORDER OF PREFERENCE.

**NORTH YORK**

Baycrest Centre (416) 789-5131 (Jewish)  Carefree Lodge (416) 397-1500  Casa Verde Health Centre (416) 633-3431  
 Cheltenham Nursing Home (416) 223-4050  Cummer Lodge (416) 392-9500  Extendicare Bayview (416) 226-1333  
 Extendicare North York (416) 493-4666  North Park Nursing Home (416) 247-0531  Seniors' Health Centre (416) 756-1040  
 Thompson House (416) 447-7244  Villa Colombo (416) 789-2113 (Italian)  Yorkview LifeCare Centre (416) 745-0811

**TORONTO**

Barton Place Nursing Home (416) 533-9473  Belmont Nursing (Christian) (416) 964-9231  Castletree-Wychwood (416) 392-5708  
 Chester Village (416) 466-2173  Christie Gardens (Christian) (416) 530-1330  Copernicus Lodge (416) 536-7122 (Polish)  
 Elm Grove Living Centre (416) 537-2465  Fairview Nursing Home (416) 534-8829  Fudger House (416) 392-5252  
 Hellenic Care for Seniors (416) 654-3904 (Greek)  Heritage Nursing Home (416) 461-8185  Kensington Gardens (416) 963-9640  
 Leisuresworld St. George (416) 967-3985  Maynard Nursing Home (416) 533-5198  Mon Sheung H.F.A. (416) 977-3762 (Chinese)  
 Nisbet Lodge (416) 469-1105  Norwood Nursing Home (416) 535-3011  Spencer House (416) 531-5737  
 The Laughlins Centre (416) 597-0373  The O'Neill Centre (416) 536-1116  The Retreat Centre (416) 964-1599  
 Versa-Care Centre - Main (416) 690-3001  White Eagle Nursing Home (416) 533-7935

**YORK**

Harold & Grace Baker Centre (416) 654-2889  Lincoln Place (416) 967-6949 (Kosher meals)  
 West Park LTC Centre (416) 243-3600

**EAST YORK**

Ina Grafton Gage Home (416) 422-4890  St. Clair O'Connor Community (416) 757-8757  Suoni Kotti Nursing Home (416) 425-4134 (Finnish)  
 Leisuresworld O'Connor Gate (416) 285-2000  True Davidson Acres (416) 397-0400  Leisuresworld O'Connor Court (416) 285-1411

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## Application Process for a Long-Term Care Facility

## What to look for when choosing a Long-Term Care Facility

Consider:	Facility #1 Name:	Facility #2 Name:	Facility #3 Name:
Are the staff friendly? Do you sense an atmosphere of warmth and concern?			
Do residents look content and well cared for?			
Is there a tone of dignity and respect for the residents?			
Is the facility convenient for family and friends to visit?			
Are there areas in the facility where you can visit privately?			
Is public or volunteer transportation available?			
Is there flexibility around visiting hours?			
What are the rules regarding vacation and leaves?			
Do the activities at the facility sound interesting and appealing?			
Are family members involved in planning for the resident's care?			
Does the facility support a Family Council?			
Is the facility able/willing to meet your religious, cultural, language, and dietary needs?			

## Long-Term Care Facilities

Long-term care facilities are governed by legislated standards. Licensing by the Province and regular inspection by the Ontario Ministry of Health and Long-Term Care work to ensure quality care in the programs and services provided by long-term care facilities. Facilities are required to post and/or make available the *Facility Review Summary Reports* to families, and to current and prospective residents.

Long-term care facilities provide the necessary services to persons needing care that can no longer be provided in the community.

Services provided in long-term care facilities include:

- Nursing and personal care
- Regular and emergency medical care by the on-call physician

- Treatment and medication administration
- Assistance with activities of daily living, 24-hour supervision
- Room and board, including laundry services (special diets are also accommodated)
- Pastoral services
- Social and recreational programs

Short-term care in a long-term care facility is designed to support individuals during recovery from an illness or to provide a respite break for a family caregiver. Respite care is generally planned in advance. The maximum length of stay is 30 days at a time, up to three times a year (90 days). The maximum length of stay is calculated on a 12-month period from the day of admission. Admission to the short-stay program is through your Community Care Access Centre.

The decision to move from your home is not an easy one. It is a time of many questions and emotions. Your Community Care Access Centre (CCAC) is there to listen and give you the information you need to make important care decisions.

We can assist you in accessing our services, as well as other community support services that may help you stay at home longer. We are also the point of contact to help you to find a place in a long-term care facility (formerly called a Home for the Aged or Nursing Home) that can provide the extra care and security that may better meet your needs.

Are there choices at mealtimes? (e.g. menu, location, times?)			
Can residents bring in their own food?			
Can you arrange to sample a meal or participate in an activity at the facility?			
What are the policies around smoking, non-smoking, and alcoholic beverages?			
Is your family doctor able to continue providing care?			
What special needs can the facility accommodate? (e.g. oxygen, scooters, electric wheelchairs)			
Can you bring your own furnishings?			
Is there an option to keep your personal belongings secure? (e.g. lockable drawers)			
Does the facility require that clothing be labelled prior to moving in?			
How is billing arranged?			
What are the extra charges, if any, for personal needs and services?			
Is the facility accredited?			
Have you checked the <i>Facility Review Summary Report</i> ?			

A further resource, **Concerned Friends of Ontario Citizens in Care Facilities** is a volunteer organization that will provide a more extensive checklist for selecting a long-term care facility. They can be reached at **416-489-0146**.

### ***Should this be the time to discuss Power of Attorney with my family?***

A person who holds a Power of Attorney has legal authority to make decisions on your behalf if you become incapable of doing so yourself. There are two forms of Power of Attorney: Power of Attorney for Property and Power of Attorney for Personal Care. The first acts for you with respect to finances, the second with respect to your medical and housing needs. If you haven't already assigned someone as your Power of Attorney, it is probably the right time to do so. You can assign each Power of Attorney to the same individual or to different people. Those you appoint should be individuals you trust and who know your preferences and will act upon them, even in stressful situations. You can obtain a copy of the Power of Attorney kit by contacting:

Ministry of the Attorney General  
Office of the Public Guardian and Trustee  
595 Bay Street, Suite 800  
Toronto, ON M5G 2M6  
Telephone: 416-314-2800  
Toll-free: 1-800-366-0335  
Fax: 416-314-2698

The Office of the Public Guardian and Trustee is also available to advise you if you do not have a designated Power of Attorney.

## **Community Support Services**

Your Care Coordinator/Case Manager can also connect you with community support services or may arrange them on your behalf. Examples of services provided by local agencies include:

- Meals-on-Wheels
- Homemaking and Home Help
- Caregiver Relief
- Transportation and Escort Services
- Community Dining
- Friendly Visiting
- Supportive Housing
- Adult Day Services

Adult Day Services offer recreational activities in a supervised, protective setting. They may also include personal hygiene, basic health and foot care, and information on health issues. These services usually involve a fee but, in general, subsidies are available.

### ***Why does a person applying for admission to a facility need a Health Report? Will I have to pay to have the form completed?***

It is important for the Community Care Access Centre to have the most up-to-date medical information (as well as financial and social information) to make sure that you are eligible for admission to your chosen facilities. We want to make sure that when we offer you accommodation, it will be a good fit with your personal care needs. You do not have to pay for your *Health Report* to be completed.

### ***What happens if an offer of a bed is made and I am not ready?***

If you decide to turn down a bed offer at any of your facility choices you will be removed from all waiting lists. If you are in your own home, or other accommodation in the community, you may re-apply in six months; sooner if there is a change in your condition or situation. People already in long-term care facilities will also be removed from all waiting lists if a bed offer in another facility is refused, but there is no time limit on when they may re-apply.

### ***What if my third choice becomes available and I would prefer to wait until my first choice is available?***

Again, if you refuse a bed offer, you will be removed from all waiting lists. If you decide to accept the bed offer and move into the facility, you will not be removed from the waiting lists of those facilities you rated as higher choices. When a bed becomes available, a Care Coordinator/Case Manager will contact you with another bed offer.

## **Retirement Homes**

Retirement Homes are privately owned and operated. They are suitable for seniors who are independent, but may require minimal assistance. Meals, laundry, and housekeeping services are generally provided. You will need to discuss the services available and the costs with the administrator of the retirement home. You are also entitled to receive a Care Home Information package, from the retirement home, as per the Tenant Protection Act. These homes are not funded or licensed by the Ministry of Health and Long-Term Care. Application is made directly to the retirement home(s) of your choice.

For more information, contact the Ontario Residential Care Association (ORCA) toll free at **1-800-361-7254**, 211 Toronto at **416-397-4636**, or the Community Care Access Centre in your area. (See contact information on the back cover.)

**W**hile this Guide focuses mainly on long-term care facilities, there are options in the community that you may consider.

## **In-Home Services**

### **Community Care Access Centres (CCACs)**

provide coordination and links to many services that help people maintain their independence and stay at home as long as possible. Your Care Coordinator/Case Manager at the Community Care Access Centre is a health-care professional who will work with you to determine what services you need, and will then arrange and coordinate them for you. Where you are eligible, your Care Coordinator/Case Manager will organize services on your behalf. These may include:

- Nursing
- Personal Care/Homemaking
- Occupational Therapy
- Physiotherapy
- Social Work
- Speech and Language Therapy
- Nutritional Counselling
- Medical and Dressing Supplies

These services are funded through the Ministry of Health and Long-Term Care.

### ***How long do I have from the time I receive the bed offer to the time I have to move into the facility?***

When a bed offer is made, you will be given 24 hours to decide whether or not you want to accept it. Once you accept the bed you may move in the following day. If you want more time to move in, you may take up to five days. There will be a bed holding fee charged to you for each of these days.

### ***What happens on admission day?***

Most facilities usually prefer that you arrive the day after you have been notified that accommodation is available for you. It is best to be prepared ahead of time. (If it is difficult to arrange your move at the specified time, you can ask to “hold” the room for five days. This involves paying both the resident’s portion and the government’s portion of the daily cost for accommodation and care. The facility Administrator will advise you of the total cost.) You may arrange your own transportation to the facility, or your Care Coordinator/Case Manager can schedule a transportation service for you. When you arrive at the facility, you will be greeted and shown to the room reserved for you. Staff are there to answer any questions, and to help make you feel comfortable.

#### ***Tips***

- Pack comfortable clothes, a sturdy pair of shoes, toiletries, toothbrush, razor, etc.
- Bring familiar objects such as special pictures, ornaments, bed spread or blankets. Once settled, see how much space is available. You may decide to bring other items from home such as a radio, television, or a comfortable chair. It is best to check with staff if you are unsure about which items to bring.

- Label personal items such as a wheelchair, cane, walker and dentures (as applicable). Many facilities label your clothes for you. Ask the facility about labelling procedures prior to moving in.
- Ask friends and relatives to visit as often as they can.

### ***Can my spouse/partner come to live with me in the facility, even if they aren’t “eligible” for placement?***

Yes. There is a special provision that allows your spouse or partner to come and live with you in the facility, even if nursing care is not required. Please discuss accommodation details with the facility Administrator.

### ***What if I’m a Veteran?***

Include your Veteran number on the application form and we will refer your name to Veterans’ Affairs for consideration of your possible eligibility for additional in-home services and/or the special beds at Metro Toronto Legion Village.

### ***What should I do if I have a concern about the facility?***

If you have any concerns, you or your family should discuss the situation with the facility’s Administrator or Director of Care. If you are not satisfied with the results, you can contact the Ministry of Health and Long-Term Care at:

Ministry of Health and Long-Term Care  
Community Health Division  
Toronto Region  
55 St. Clair Avenue West, 8th Floor  
Toronto, ON M4V 2Y7  
Telephone: 416-327-8952

# Planning for Long-Term Care *A Practical Guide*

Community Care Access Centres of Toronto

## Community Care Access Centres of Toronto

### East York Access Centre

1 Leaside Park Drive

Toronto, ON M4H 1R1

Telephone: 416-423-3559

Email: [mail@eastyork.ccac-ont.ca](mailto:mail@eastyork.ccac-ont.ca)

Website: [www.eastyork.ccac-ont.ca](http://www.eastyork.ccac-ont.ca)

### Etobicoke and York Community Care Access Centre

401 The West Mall, 10th Floor

Etobicoke, ON M9C 5J5

Telephone: 416-626-2222

Email: [info@etobicoke-york.ccac-ont.ca](mailto:info@etobicoke-york.ccac-ont.ca)

Website: [www.etobicokeandyorkeccac.com](http://www.etobicokeandyorkeccac.com)

### North York Community Care Access Centre

45 Sheppard Avenue East, 7th Floor

North York, ON M2N 5W9

Telephone: 416-222-2241

Email: [general@northyork.ccac-ont.ca](mailto:general@northyork.ccac-ont.ca)

Website: [www.northyork.ccac-ont.ca](http://www.northyork.ccac-ont.ca)

### Scarborough Community Care Access Centre

1940 Eglinton Avenue East, 3rd Floor

Scarborough, ON M1L 4R1

Telephone: 416-750-2444

Chinese Access Line: 416-701-4806

Website: [www.scarbcccac.org](http://www.scarbcccac.org)

## Greater Toronto Area

### Community Care Access Centre of Peel

Telephone: 905-796-0040

### Durham Access to Care

Telephone: 1-800-263-3877

### York Region Community Care Access Centre

Telephone: 1-888-470-2222

### French Access Line: 416-701-4646

### Toronto Community Care Access Centre

250 Dundas Street West, Suite 305

Toronto, ON M5T 2Z5

Telephone: 416-506-9888

Chinese Access Line: 416-217-3815

Email: [toronto\\_ccac@toronto.ccac-ont.ca](mailto:toronto_ccac@toronto.ccac-ont.ca)

Website: [www.torontoccac.com](http://www.torontoccac.com)