



CCS' Assisted Living Program Client Handbook

Caledon Community Services (CCS) provides Assisted Living (AL) services to eligible Caledon seniors and adults with disabilities who require supports to live independently in their own home. Assisted Living provides the client access to a comprehensive and coordinated package of non-medical personal support and homemaking services to help maintain an optimal level of health and well-being while residing at home.

CCS follows the philosophy of Person Centred Planning, which means that the client's Care Plan is centred on what is most important to the person. Each client's Care Plan is tailored to meet the individual's goals and unique needs and to promote an active, healthy lifestyle.

CCS' Vision, Mission and Values Statement

Vision: "Healthy Engaged Compassionate Community for All"

Mission: "To help people help themselves by working creatively and responding to community needs"

Values:

- 1) **Leadership** – We commit to continuous improvement
- 2) **Integrity** – We act responsibly, honestly and ethically in all we do
- 3) **Responsiveness** – We anticipate and act on emerging community needs
- 4) **Inclusiveness** – We celebrate and respect the diversity of our community by promoting equitable access to services and opportunities
- 5) **Innovation** – We will not shy away from untried ideas and methods to address complex community needs
- 6) **Partnership** – We collaborate to advance shared and individual interests

CCS' Key Principles of our Assisted Living programs

- 1) **Individualization** – To meet the various needs of our clients, a needs assessment process is used to develop client centered care plans that respond to individual requirements.
- 2) **Flexibility** – We consider our clients' prior daily routines and preferences and aim to provide activities of daily living services at times that are appropriate for our clients' needs.
- 3) **Promotion of Independence** – Clients receiving services are involved in decisions regarding their care. The type of assistance provided ensures that our clients are able to do as much as possible for themselves.
- 4) **Empowerment** – Our clients are encouraged to take an active role in determining their own service plans.
- 5) **Safety** – Our Assisted Living programs help to enhance our clients' independence and feelings of well-being and safety.
- 6) **Continuity of Care** – CCS' Assisted Living programs aim to deliver consistent, timely and client focused care by referrals as necessary.

CCS' Client Rights

CCS' clients have the right to:

- use services if you are eligible and they are available
- choose your goals
- have a copy of your plan and the right to have help to understand it
- be involved in planning for yourself
- know how long you will receive services
- refuse services
- privacy
- know what information about you will be kept and where it will be kept
- see your information
- know when services will end
- receive as much notice as possible of a changed or cancelled appointment
- be treated with respect
- be safe from being hurt. This includes somebody taking your money, making fun of you, threatening you, hitting you or touching you when you don't want to be touched.
- file a complaint or appeal a decision without retaliation.

ASSISTED LIVING

What is Assisted Living?

Assisted Living (AL) is a non-medical approach to enable high risk seniors and persons with disabilities to live independently and to remain in their homes for as long as possible.

CCS' AL program:

- 24 hours a day, every day throughout the year
- 24 hour urgent response by trained and qualified staff allowing clients to immediately connect with services in the event of an unplanned situation
- Includes multiple daily visits based on the client's needs (maximum 90 minutes per day) by trained personal support workers (PSWs) to meet, where possible, the preferred schedule of the client.

Where are CCS' AL services provided?

CCS provides AL services in 6 Region of Peel buildings throughout Caledon. Our locations include:

- 121 Glasgow Road, Bolton
- 25 Stationview Place, Bolton
- 60 Jane Street, Bolton
- 20 Walker Road East, Caledon East
- 1640 Maple Grove Road, Caledon Village
- 9 McClellan Road, Alton

CCS also provides Assisted Living service in a client's home within:

- 2 km radius of 60 Jane Street, Bolton
- 10 km radius of 20 Walker Road East, Caledon East

What AL services are available?

CCS' AL program provides a comprehensive **non-medical** model of care coordination and support services to maintain individuals safely in their own homes. These services include:

Personal Support Services (Activities of Daily Living (ADL)) include assistance with:

Bowel/Bladder (urostomy/ colostomy/ostomy)	Assistive Device Cleaning	Dressing/ Undressing	Exercise	Hair Care
Escort to Medical Appointments (by referral to the PSW Escort Program)	Oral Hygiene	Peri-care	Shaving	Nail care
Falls Prevention check	Positioning	Trachea Care	Showering	Toileting
Medication reminders and assistance	Sponge Bath	Skin Care	Specimen Collection	Transfer

Homemaking (Instrumental Activities of Daily Living (IADL) include assistance with:
Bed (make bed, change linens)
Take out garbage/recycle
Grocery (assist in ordering/putting away)
Housekeeping (vacuuming/mopping/sweeping)
Laundry
Meal preparation

ELIGIBILITY FOR SERVICE

Who is Eligible for CCS' AL program?*

- Seniors who are 65 years of age and older are eligible. Adults with medical conditions and disabilities who are between 55-65 years of age may also be deemed eligible.
- Must be insured under OHIP
- Meet the criteria for Profile 1, 2 or 3 of characteristics of a high risk senior as outlined in section 6.1 of The Policy and subject to the exception as outlined in section 6.0 of The Policy
- Must be able to direct his/her own care, either personally or through a readily available Substitute Decision Maker (SDM).
- Must be able to remain safely at home between visits
- The person's home shall have the physical features necessary to enable the provision of services

*Please refer to the Assisted Living for High Risk Seniors Policy and Central West LHIN Seniors Manual 2012 for a complete list of eligibility criteria.

CCS does **NOT** determine eligibility. Eligibility is determined by a CCAC (Community Care Access Centre) case manager who will assess a person's eligibility for services during an intake and assessment process. Once a person is deemed eligible, a referral will be forwarded to CCS through the Health Partners Gateway.

What if I am not eligible for AL?

An individual who does not meet the eligibility requirements may telephone the CCAC and request to be reassessed for eligibility.

Is there a waitlist for CCS' AL?

- Yes, CCS maintains an up to date waitlist of community residents requesting AL services.
- To make an inquiry in regards to the status of their AL application, eligible clients must speak with their CCAC Case Manager.

INTAKE PROCESS

I have been accepted into CCS' AL program, now what happens?

Once a client is accepted into CCS' AL, prior to receiving services

- CCS Health Service managers will meet with the client to determine his/her personal goals, preferences, needs and abilities
- CCS Service Agreements will be reviewed with the client
- Clients will be informed of their rights and the complaint and appeal procedures
- The Health Service Manager and the client will develop the client's Care Plan
- The client will be provided with a copy of their Care Plan and their service schedule that includes the tasks, frequency and duration (minutes per day) of service

CARE PLAN

What is a Care Plan?

Each client will work with a CCS Health Service Manager to develop a Care Plan that addresses their needs and will enable the client to meet his/her goals of care. Any changes to a Care Plan will be led by and be meaningful to the client.

A Care Plan includes:

- the methods and techniques that will support the client to achieve their objectives, and includes who is responsible to assist in the implementation of the plan
- regular dates for review and evaluation and will be revised, as appropriate, based on the changing needs of the client
- assistive technology, reasonable accommodations, and identified health and/or safety risks

SERVICE PLAN

What services will the client receive?

- A client will receive a combination of personal support services and homemaking services to assist them to live independently at home and to achieve their goals
- Clients will be given a service plan that details all services they will receive and the scheduled time of these services
- The frequency of the services will be determined by the client's need and the availability of service.

What if my level of care changes and I require different services?

- Each client will have a regular review of his/her care needs to determine whether the existing Care Plan is appropriate or whether adjustments are required.
- If it is determined that any health care services such as nursing, physiotherapy are required, the Health Services manager will work with you to arrange these services.

What if I require more support than Assisted Living can provide?

- The Health Service Manager will initiate referrals to other service providers and work with other health service providers to appropriately meet the client's identified needs.

How are the Assisted Living services provided?

- The client will be provided with a service plan detailing his/her pre-scheduled times of care.
- CCS' knowledgeable, friendly PSW staff will strive to arrive within a 15 minute window of the scheduled time of care.

What if my PSW doesn't show up on time?

- The PSW worker will strive to arrive on time.
- In emergency situations when the PSW is not able to make the scheduled time, the PSW will make every effort to inform the client.
- Please contact your HS manager and inform them of the missed visit.

COST OF SERVICE

What is the cost of the AL program?

- At present CCS' Assisted Living programs are provided free of charge to eligible clients.
- Clients will be notified of any changes with as much notice as possible.

Are there any other program fees?

- CCS AL supports a 3rd party Emergency Response program that clients choose to register with if they may require emergency non-scheduled visits.
- The fee for this service is dependent on service required and the service provider chosen.
- Please speak to a Health Service Manager for more information.

Some supplemental CCS programs that are identified as supports through the client directed care plan have fees attached to them. This includes, but is not limited to Transportation, Respite and Transitional Care Centre.

Clients facing financial obstacles to obtaining required services may be eligible to limited subsidies or supports. Please speak to a Health Service Manager for more information.

CANCELLATION PROCEDURES

What if I am going away for a few days?

- It is the client's responsibility to inform the PSW either in person or by phone if a scheduled visit(s) needs to be cancelled.

What if I forget to let PSW staff know I won't be home for a scheduled visit?

- If a PSW attends for a scheduled visit and discovers the door locked and receives no response from the client, the PSW will follow CCS Policy.
- This can include contacting the client's emergency contact, the CCS Health Service Manager and emergency services.
- Three (3) missed scheduled visits without notification in a calendar month may result in a discharge from the program

EXIT CRITERIA

Can I be discharged from the AL program?*

Yes, AL clients may be discharged from services if:

- Client health improves to a level where they are no longer in need or eligible for services
- Client does not comply with the rights/responsibilities requirements
- Funding is withdrawn
- Client has 3 missed scheduled visits without notification in a calendar month
- Client is absent from service for 30 days

*Please refer to the Assisted Living Services for High Risk Seniors Standards Manual for CW LHIN Discharge criteria.

Can my AL Services be suspended?

A client's services may temporarily suspend services in the following situations:

- Circumstances beyond the control of CCS, i.e. flood, pandemic outbreak, severe weather conditions, fire that prevents our PSWs from providing further services to the client etc.
- Services cannot be safely provided and/or place the employees at risk – for example:
 - The client's home environment poses a significant health and safety risk such as unleashed dogs, snow covered driveways and walkways, or blocked fire exits.
 - Client, family member, or guest assaults, threatens, sexually harasses a staff member.

FEEDBACK, SUGGESTIONS and COMPLAINTS

Client suggestions and feedback are the most important ways we make sure our services are the best they can be. CCS asks for client input in many different ways and we always take what you say very seriously.

Here are some of the ways CCS asks for your opinions:

Direct Comments

- When you, or people who care about you, tell us things you need or want, we record it in your file and then we do our best to make sure you get it. If you tell us you're unhappy about something, we make sure we listen and we try and identify solutions and alternatives. If you feel we have not listened to you, you can always talk to someone else.

Satisfaction Surveys

- Every year, we will send you a form, or we will meet with you, so that we can ask you questions about your supports, services and workers. We use this information to improve what we do.

Focus Groups

- Sometimes we have special meetings so we can hear from a big group of people. Sometimes we need their help, or we need to tell them about things we are doing and see what they think. During the Accreditation process, we have surveyors visit us and they may want to talk to you.

Exit Interviews

- We like to talk to people when they leave our services. This is a very important time for us to hear from you as to how you felt about the services you received.

How do I make a Complaint?

- Clients should forward their complaints to a Health Service Manager.
- All complaints regarding service delivery will be dealt with in a fair and prompt manner.
- Any complaints made by a client will in no way negatively affect the quality of current or future service delivery.
- Clients wishing to make a written complaint will be given the CCS' Complaint Satisfaction form.

CCS promotes open discussion of a client's problems or concerns with his/her immediate service provider(s) as a means of conflict resolution.

Contact Information

CCS' Main Office	905-584-2300
Stationview PSW Office	905-857-0356 x360
Riverview PSW Office	905-857-0525 x330
Jane Street PSW Office	905-857-3335 x350
Caledon East PSW Office	905-584-6052 x360
Caledon Village PSW Office	519-927-9638 x370
Pinnacleview PSW Office	289-966-1717 x380