



CCS' Transitional Care Centre Client Handbook

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 client interests

CCS' Key Principles of our Transitional Care Centre (TCC)

- **Individualization** – To meet the various needs of our clients, a needs assessment process is used to develop client centered care plans that respond to client requirements.
- **Flexibility** – We consider our clients' prior daily routines and preferences and aim to provide services at times that are appropriate for our clients' needs.
- **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.
- **Empowerment** – Our clients are encouraged to take an active role in determining their own service plans.
- **Safety** – Our TCC helps to enhance our clients' independence and feelings of well-being and safety.
- **Continuity of Care** – CCS' TCC aims to deliver consistent, timely and client focused care

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.

What is CCS' Transitional Care Centre?

The TCC is a **non-medical** approach to enable clients who are medically stable but require additional support in one of the following circumstances:

- Discharge from hospital and/or post-operative support
- Short stay respite support/caregiver relief
- Waiting for Long Term Care Placement (LTC) through the Wait at Home Program

CCS' TCC program:

- Is available 24 hours a day, every day throughout the year
- Has 24 hour urgent response by trained and qualified staff allowing clients to immediately connect with services in the event of an unplanned situation
- Clients can stay at the TCC between 7-30 days;
- Clients admitted in the Wait at Home Program can stay at TCC for the duration of the program, which is 50 days.

Where are CCS' TCC services provided?

- The Transitional Care Centre is located on the ground floor of the Pinnacle View Seniors Residence in Alton.
- The TCC has one single room and one double room; the centre can serve three clients at one time.

What services are available at the TCC?

CCS' TCC program provides a comprehensive **non-medical** model of care coordination and support services. These services 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	Showering
Falls Prevention check	Positioning	Trachea Care	Sponge Bath	Toileting
Medication reminders and assistance	Skin Care	Specimen Collection	Transfer	Light Meal Preparation
Make Bed/Change Linens	Laundry			

Who is Eligible for CCS' TCC program?

- Be 55 years of age or older.
- Live in the Central West Local Health Integration Network (LHIN).
- Be able to transfer (move) with minimal assistance from one Personal Support Worker.
- Be able to use the washroom with minimal assistance; the washroom is not wheelchair accessible.
- Be medically stable; all acute health care needs must be met prior to admission.
- Be able to remain in the TCC safely and be unsupervised for short periods of time; clients who wander will not be admitted.
- Be free of communicable diseases including, but not limited to; MRSA or C-Diff.
- Have a realistic and attainable care plan with a discharge destination and date.
- Be able to direct their care.
- Have a support person who is available to transport them to appointments; deliver medications & personal belongings etc. while they are at the TCC.

What if I am not eligible for TCC?

Individuals who do not meet eligibility criteria for TCC are either well enough to care for themselves, require a level of care that exceeds what the TCC provides or require medical intervention. Individuals will be redirected to CCAC for further information on other programs that may be suitable for their circumstance.

Is there a waitlist for CCS' TCC?

The TCC does not maintain a waiting list. We make every effort to accommodate individuals through planned admissions; however beds are assigned on a first come first serve basis.

When should I arrive at the TCC?

- Pre-arranged admissions are accepted Monday through Friday, by appointment between 12:00pm and 3:30pm.
- Please allow approximately one to two hours for the admission process.
- Completion of Assessments and pre-admissions forms will be required for all clients prior to admission.
- Emergency clients will be accepted on an as needed basis
- When being admitted you must be able to provide all personal belongings (including toiletries), special dietary requirements, necessary safety equipment (walkers/canes) and all medications in blister packs.

What should I bring with me to the TCC?

Items to bring to the TCC include:

- Enough clothing required for the length of your stay.
- Safe, non-slip footwear (slippers/shoes), no knitted slippers please,

- Personal care items such as hairbrush, toothbrush and paste, denture creams/soaks, razor, shaver, soap, hand creams, lotions, incontinence products, eyeglasses, hearing aid batteries etc. must also be brought to the centre.
- note of any appointments client has while staying at the TCC
- Mobility Aids, (rented, personal) as required by O/T assessment or TCC recommendation.
- Any special foods or comfort items that may not be provided by the TCC
- All medications including prescription, over the counter (OTC) and PRN (as needed i.e. pain medication) in blister packs.

All items must be clearly labeled with client's name.

PLEASE DO NOT BRING LARGE AMOUNTS OF CASH, CREDIT CARDS OR JEWELLERY. CCS DOES NOT ACCEPT RESPONSIBILITY FOR LOST OR MISPLACED ITEMS.

Medication

- The TCC asks that client medications must be clearly labeled and be contained in a blister/bubble pack
- PRN medications must also be clearly labeled and must include instructions as to dosage and administration times. It is CCS' ethical obligation and standard of care to not assist with medications that would contradict the label/dosage instructions.
- Make sure that enough medication is brought to last the duration of the stay. Upon admission, you will be asked when the last time you took any medication was, in order for Transitional Care Centre staff to be able to competently continue with your schedule.

What is provided by the TCC?

- 3 meals per day, 3 snacks, coffee & tea, and juice
- Towels, face cloths, hand towels.
- Bedding, pillows, blankets
- hospital beds, a lift chair, commode, raised toilet, and an electric bath chair
- Telephone (long distance use at an additional cost)
- activities

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

What services will the client receive?

- A client will receive a combination of personal services to assist them to return to their homes post-operation or wait for a space at a LTC facility.
- 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.

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

- Each client will have a weekly 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 is the cost of the TCC?

- Services at the TCC cost \$40.00 per day;
- Clients are billed for minimum of 7 days at admission and again at the beginning of each week for the duration of their stay.
- Partial days i.e. admission after 4:00 p.m., and discharges prior to 11:00 a.m. will be billed at the full nightly rate.
- A late discharge fee of \$20.00 will apply for discharges past 11:00 a.m.
- Funds not used will be refunded upon discharge from the TCC.
- Laundry services are extra and are billed @ \$4.00 per load.
- Basic cable is included in your room rate.
- Internet is not available at the Centre.

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

Can my family and friends visit me at the TCC?

Visits from family and friends are an integral component of the healing and recovery process and Caledon Community Services highly recommends and encourages visits for Transitional Care Centre clients.

Visitor may visit at your bedside, in the common room or in the upstairs common areas. We ask that visiting hours start at 11:00am and end at 8:00p.m.

Cancellation Procedures

- An approximate discharge date is set at admission
- Clients who reach their recovery goals prior to the discharge date are free to leave at any time.
- Discharge dates may be extended based on client need and bed availability.

Exit Criteria

The client may be asked to leave the TCC early in the following situations:

- You fail to pay service fees.
- You reach your maximum length of stay 30 days – 50 days for Wait at Home Clients.
- Your needs increase and you require a level of care and/services that the TCC cannot provide.
- You are admitted to hospital.
- You exhibit behaviour that presents a safety risk to yourself, others residents, or CCS staff.
- You are no longer able to direct your care and present a risk for wandering.
- You are diagnosed with a Communicable Disease that is “Reportable” to Public Health.
- The Central West LHIN discontinues funding for the TCC.
- If you require more support than TCC can provide, the Health Service Manager will contact your CCAC Case Manager and/or will assist you to initiate referrals to other service providers.

I am ready to leave the TCC, what is the process?

- Scheduled discharges occur between 8 a.m. and 11 a.m.
- The discharge process takes approximately 30 minutes.
- A late fee of \$20.00 will be applied to discharges after 11 a.m.

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 request to talk to someone else (such as the HS Manager, Senior Manager, and Director of Health Services).

Satisfaction Surveys

At the end of your stay, we will ask you to complete a feedback form. We use this information to improve what we do.

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 Ex. 265 or 225
Transitional Care Centre Office..... 519-940-9093