
WHEN A SENIOR NEEDS CARE

STEPS AND DECISIONS....

When a senior needs a change in care due to an illness, accident, chronic condition or just finding personal and daily home care to difficult, it can be an exhausting and confusing process to access care from the community. This package is for seniors or their care givers who would find it helpful to have some information about the process of accessing community care. It is a beginning as each person's experience will vary.

STEP ONE: STAY AT HOME SUPOPORTS

If your first hope is that you as a senior or a senior in your care can stay at home then the first place to get help is: **"Community Support Services"**.

Anyone can call them at: 1-888-866-7527.

They will do a phone assessment based on questions asked over the phone. They assess 8 areas such as health and wellness, meals and nutrition and accessible transportation. They can link you to several community supports related to each area of assessment, the majority of which are free. Once you have completed the assessment and agreed to the services suggested you will receive a package in the mail describing each service that you have been referred to in your community.

Each service referred will get in touch with you to confirm the details of the service provided. This service is aiming at providing supports and services for you to live at home.

See the "Community Resources" package for more information.

If you are interested in an **adult day program**, which is offered at Valleyview Home in St. Thomas, Terrace lodge in the east and Bobier Villa in the west. Then you must contact the SWLHIN (South West Local Health Integration Network). **The number for South Western Ontario LHIN is: 519-473-2222 or 1-800-811-5146**

This is the organization that completes and approves your application and manages the wait list for adult day programs. There is a waiting list for these programs so sign up early before it becomes an urgent need.

The South Western Ontario LHIN can assess the senior and see if s/he is eligible for any at home supports. The number for South Western Ontario LHIN is: 519-473-2222 or 1-800-811-5146

There is a philosophy of supporting people to stay in their homes

- a. There are many ways to live as independently as possible while still receiving the health-care services you need. Some services can be provided in the home based on need..., such as limited PSW hours, Physical therapy, Occupational therapy, Social work, nutritionist advice and some home healthcare supplies. Some assists in home such as walkers or bath benches can be either subsidized or paid for by the government (LHIN). The LHIN care coordinator can help you determine the needs and financial supports available.
- b. Beyond personal home care there is an “Assisted Living” option. This means there are personal support workers connected to the residence or building in which you live. PSW’s can provide assistance with dressing, bathing, medications etc. Assisted living is found in retirement homes and selected retirement buildings.

RETIREMENT HOMES can provide a wide-range of care and services for residents with varying needs. Retirement homes can provide residents with housekeeping, meals, and laundry. They may also provide assistance with bathing, dressing, medications, general support, nursing, wound care, supervision and other services. Retirement homes are privately owned and operated. They are regulated and licensed, but they do not receive funding from the government. People reside in retirement homes as tenants under the Residential Tenancies Act, 2006, and residents pay directly for the care services that they choose to receive. Each retirement home offers different services at different costs. You must apply directly to a retirement home for admission. We encourage you to discuss your specific needs with a representative from each of the homes in your desired community.

Whatever your needs are... it is suggested that you ask for help early. Waiting until you are in crisis can add to the stress of the process. Remember that friends, neighbours and family often want to help. You just need to ask them.

STEP TWO: ACCESSING LONG TERM CARE.

Your doctor, health care provider or you can call LHIN (Local Health Integration Network).

**The number for South Western Ontario LHIN is:
519-473-2222 or 1-800-811-5146**

This is the organization that coordinates and manages access to long term care. It used to be called CCAC (Community Care Access Centre) A Care Coordinator from LHIN will do an assessment to determine the extent and type of care.

Long-term care homes are places where adults can live and receive:

- help with most or all daily activities
- access to 24-hour nursing and personal care

You can expect much more nursing and personal care here than you would typically receive in a retirement home or supportive housing.

The long-term care home placement process includes a multi-part assessment, including an assessment by a Care Coordinator, to ensure there is an accurate record of your medical history, and to help determine eligibility for long-term care.

Your Care Coordinator will discuss all options, including providing options for long-term care homes. You can apply to as many as five homes. The wait times for long-term care homes vary widely, so decisions about which homes you are applying to will help determine the amount of time you will wait for long-term care.

Once a spot in a chosen long-term care home becomes available, you will be contacted by your Care Coordinator, and you will have 24 hours to consent to the admission. If you move to a home that is not your first choice, you may stay on the waiting list for your other choices, if you wish.

ELIGIBILITY AND ADMISSION:

Long-term care homes are partially publicly funded and operated by municipalities, not-for-profit organizations and private organizations. They provide health care and services to people whose needs cannot be met in the community.

Long-term care homes are licensed and regulated by the Ministry of Health and Long-Term Care. The province has specific laws and regulations for admission to long-term care homes that are designed to ensure fairness and equity in the system, so that it can serve the needs of people with greater care needs, as well as people who are still independent.

Long-term care homes can provide a residential alternative for patients with high care needs, who meet the following criteria:

To live in a long-term care home, you must:

- be age 18 or older
- have a valid Ontario Health Insurance Program (OHIP) card
- have care needs including:
 - nursing care and personal care
 - assistance with activities of daily living
 - on-site supervision or monitoring to ensure your safety or well-being
- have care needs which cannot be safely met in the community through publicly-funded, community-based services and other care-giving support
- have care needs which can be met in a long-term care home

COSTS: (SEE FINANCIAL INFORMATION ABOUT LONG TERM CARE)

Although the Ministry of Health and Long-Term Care pays for the care you receive, you are responsible for accommodation costs, which are standard across Ontario. Rates are typically reviewed annually by the Ministry of Health and Long-Term Care. Information about current rates can be reviewed on the Ministry of Health and Long Term Care website.

If you do not have enough annual 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 afford. The subsidy is not available to people requesting semi-private or private rooms.

Your Care Coordinator can provide you with information about applying for a rate reduction subsidy. If you are eligible for placement in a long-term care home, you will not be refused because of an inability to pay.

Remember to use your Member of Provincial Parliament office and your Member of Parliament office to assist with forms, application, complaints or concerns regarding the funding process.

Current accommodation costs Long-term care accommodation costs are set by the Ministry of Health and Long-Term Care and are standard in all long-term care homes across Ontario. The current (maximum) rates are:

Accommodation rates (July 1, 2019)		
Type of accommodation	Daily rate	Monthly rate
Long-stay Basic ¹	\$62.18 ^(a)	\$1,891.31 ^(b)
Long-stay Semi-private ²	\$74.96 (Basic plus a maximum of \$12.78)	\$2,280.04
Long-stay Private ²	\$88.82 (Basic plus a maximum of \$26.64)	\$2,701.61
Short-stay	\$40.24	N/A

PLEASE NOTE:

Regardless of how new or swanky a long term care home is the rate is the same. Older homes and newer homes are required to charge the same amounts based on the long term care act.

WHAT TO EXPECT IN THE APPLICATION PROCESS:

- 📁 You are encouraged but don't have to apply to 5 homes on the application form. However be aware that you may wait longer if you restrict your choices.
- 📁 Older homes tend to have a shorter wait list.
- 📁 Check into how often the staff have resident care changes... do the same staff work with the same resident on their work days.
- 📁 It is highly recommended that you tour the homes you are putting on the application.
- 📁 Homes are very different in age, facilities, design and aesthetics.
- 📁 There are several sites with suggested checklists and questions to ask when taking a tour. (Such as "Concerned Friends" : How to choose a long-term care home).
- 📁 The waiting period varies depending on the type of bed (semi private or private for example) and the type of care the senior needs.

- 📄 Ask your SWLHIN Care Co-ordinator about idle beds if you need care quickly. Idle beds exist in Ontario. They are the beds that do not have anyone from the community on the waiting list. They may not be ideal or your first choice but they can be acquired more quickly than the typical wait list period.
- 📄 When a person is assessed they are given a level of assessment – placement priority categories. This can impact the position on the wait list. Category 1 (often referred to as critical) goes to the top (or near the top) of the wait list.
- 📄 Be honest about your abilities during the assessment.
- 📄 Become familiar with ministry inspection reports and evaluation results. (Concerned friends website has review of findings).
- 📄 Review the different types of rooms available, (basic, semi-private and private). The same names may vary in size and composition.
- 📄 Ask if anything is not covered in the fee... such as hair, some outings, some medication costs, etc.
- 📄 Does the facility have an active family council – a good way to get to know the administration and the policies of care.
- 📄 If you accept a room it is recommended that you call the home and discuss the process for admission. Can you bring furniture or belongings into the room before the resident moves in? What type of clothing is suggested? Etc.
- 📄 Ensure that you make photocopies of all paperwork, especially related to finances, taxes and contracts.

OTHER LINKS FOR MORE INFORMATION:

Ontario Government link:

<https://www.ontario.ca/page/about-long-term-care>

There is also a PDF resource on this link called: A Guide to Long Term Care”

Getting Care in Crisis: Hospital News

<https://hospitalnews.com/getting-care-in-a-crisis/>

TIPS AND TRAPS WHEN CONSIDERING APPLYING FOR LONG-TERM CARE (very good article)

<http://www.advocacycentreelderly.org/appimages/file/Long-Term%20Care%20Admission%20Tips%20and%20Traps%20Stand-Alone.pdf>

Information on Crisis Placement From the Community – CCAH info booklet:

[http://healthcareathome.ca/northeast/en/care/patient/Documents/Information on Crisis Placement from the Community - Client Handout \(EN\).pdf](http://healthcareathome.ca/northeast/en/care/patient/Documents/Information%20on%20Crisis%20Placement%20from%20the%20Community%20-%20Client%20Handout%20(EN).pdf)

Concerned Friends – advocacy volunteers for improvement of care in long term facilities: concernedfriends.ca

Crisis in Long Term Care – The Whole Story:

<https://eldercaring.ca/crisis-in-long-term-care-the-whole-story/>

Ontario Family Councils Association -

Leading and supporting families in improving quality of life in long-term care. <https://fco.ngo/>

Local Health Integration Network <http://www.lhins.on.ca>

South west health line – part of LHIN – has many resources and services connections: southwesthealthline.ca

Alzheimer Society Elgin-St. Thomas: www.alzheimer.ca/elgin

OTHER LINKS FOR MORE INFORMATION:

VON Elgin: <https://www.von.ca/en/site/middlesex-elgin>

Advocacy Centre for the Elderly: The Advocacy Centre for the Elderly is a community based legal clinic for low income senior citizens.

Advocacycentreelderly.org

Canadian Mental Health Association–Middlesex www.cmhamiddlesex.ca
Reach Out – a 24/7 information, crisis and support line for people with mental health or additions concerns – 519-433-2023 or 1-866-933-2023

Support Line – Answered by highly trained volunteers who offer a warm ear and supportive responses related to mental health - call when you are lonely, sad or stressed – 519-8055 or 1-844-360-8055

Ontario Caregivers Helpline

If you're caring for someone and you need support or have care questions, call the 24/7 **Ontario Caregiver Helpline:**
1-833-416-2273 or use the live chat Mon-Fri from 7am-9 pm at ontariocaregiver.ca.

Ministry of Health and Long Term Care

Many services are available in Ontario to help seniors lead healthy and independent lives. If you are looking for care, for yourself or a loved one, this website is a great place to start. It will answer many of the questions you may have about seniors' care, and help you find the right kind of care in your community.

<http://www.health.gov.on.ca/en/public/programs/ltc/default.aspx>

Government of Canada – Information for Seniors

<http://www.seniors.gc.ca/eng/index.shtml>

https://www.stthomas.ca/living_here/st_thomas_elgin_social_services

OTHER LINKS FOR MORE INFORMATION:

Mental Health for seniors – South West Primary Care Alliance

Mental Health programs for seniors provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands.

http://www.swpca.ca/services/list/10234/mental_health_for_seniors

NURSE ON BOARD: Service in Elgin and Middlesex counties. Paid service where professional nurses can assist with home medical treatment or go with seniors to doctors or treatments. <http://www.nurseonboardottawa.ca/>

Phone: 1-833-233-1445 or 1-913-656-1856

Sources for information

LIHN website

Ministry long term care website

Jenn McKenzie: Social Worker and Admissions Coordinator

Extendicare London

Neil Gross: Board member of Family Councils of Ontario

Shawn Gilhuly: retired Vice President of London Health Sciences Centre

Wendy Francis – Alzheimer’s Society

Maggie Scanlon – Alzheimer’s Society

RB Jabara: Constituency Assistant office of Jeff Yurik: MPP Elgin-Middlesex London

Jena Wood Constituency Assistant Office of Karen Vecchio Member of Parliament Elgin- Middlesex-

Rosemary Goble – personal experience with accessing long term care for family member

Compiler of information: Marilyn Willis

COMMUNITY RESOURCES PACKAGE

This package contains the following:

Page Information

- 3 Community Support Services poster
- 5 Southwesthealthline.ca info
 This website has an extensive list of services and information
 related to health services based in Elgin County.
 The first page is an overview of the choices.
- 6 List of services under the “seniors” heading
- 7 Home Support Services as listed on southwesthealthline.ca
 Note that some of these services are NOT free.
- 9 Elgin-St. Thomas Adult Day Program information flyer
- 11 VON Community Support Services -A list of the services provided
- 13 Alzheimer Society Elgin-St. Thomas 2019 Fall Programs services

COMMUNITY SUPPORT SERVICES

ELGIN • 1.888.866.7527

"CENTRALIZED INTAKE"

One call, one go-to person, a team approach, to provide supports and services for you to live at home



Community Support Services focus on promoting independent living through prevention, early intervention, self-management, health & well-being services such as nutrition, health & wellness, personal and social supports for older adults, persons with disabilities, brain injury, or dementia.

HEALTH SERVICES FOR ELGIN

September 12, 2019

Health Care Options

- ▶ Health Care Facilities
- ▶ Health Care Professions
- ▶ Home Health and Community Supports
- ▶ Public Health
- ▶ Find Services Near Me

Health Topics

- ▶ Abuse and Sexual Assault
- ▶ Addictions
- ▶ Diseases and Conditions
- ▶ End-of-Life Care
- ▶ Environmental and Workplace Health
- ▶ Mental Health
- ▶ People with Disabilities
- ▶ Rehabilitative Care
- ▶ Residential Care
- ▶ Sexual and Reproductive Health

Your Health

- ▶ Children and Parenting
- ▶ Francophones
- ▶ Indigenous Communities
- ▶ Men
- ▶ Seniors
- ▶ Women
- ▶ Youth

Making Choices

- ▶ Basic Needs and Social Supports
- ▶ Blood, Organ and Tissue Donations
- ▶ Health Coverage and Care Planning
- ▶ Healthy Living
- ▶ Information Services
- ▶ Legal Services



- ▶ Find Services Near Me
- ▶ Find Services Across Ontario

NEWS

Thursday September 12, 2019
Workshop Lineup for Non-Profit Organizations this Fall

Wednesday September 11, 2019
Ontario Expanding Telehealth Ontario to Include Smoking Cessation Services

Wednesday September 11, 2019
Fall Food Gathering 2019

[More News...](#)

EVENTS

Thursday September 12, 2019
Mindfulness Meditation for Grief - St Thomas

Thursday September 12, 2019
TRUE YOUTH Group - St Thomas

Monday September 16, 2019
Arthritis Society at CCHC - St Thomas

[More Events...](#)

CAREERS

Wednesday September 11, 2019
Clinical Office Assistant

Friday August 30, 2019
Visiting Nurse (RN/RPN)

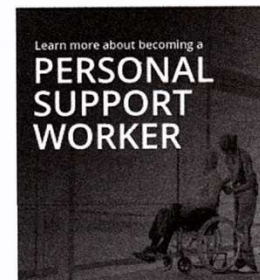
Friday August 30, 2019
Shift Nurse (RN/RPN)

[More Careers...](#)

Services Listed Alphabetically

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

becomea **PSW**.ca



As the population in southwestern Ontario continues getting older, the need for home and community care services is growing. Currently the number of PSWs entering the field is not keeping up with this rapidly increasing demand. BecomeaPSW.ca was launched to provide the information and resources people need to consider a career as a PSW.

South West Health Links

HEALTHY AGING
IN SOUTH WEST ONTARIO

Joint Replacement
Resources

South West
Self Management
Program Improving your health, together!

Find a Specialist
PHYSICIAN

SENIORS

In this section older adults can connect with local programs and services that provide support, health care, and recreational and social opportunities designed for seniors.

Information is also available on [Residential Care](#) and [Home Health and Community Supports](#).

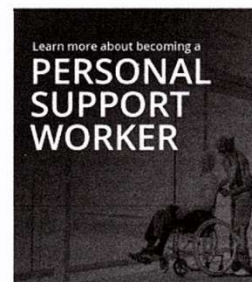
Visit [South West Healthy Aging](#), an online resource supporting older adults to proactively take care of their health.

- ▶ Adult Day Programs
- ▶ Advocacy and Social Action for Seniors
- ▶ Alzheimer's Disease and Related Dementias
- ▶ Apartments with Supports
- ▶ Assisted Living Services for High-Risk Seniors
- ▶ Care for the Caregiver
- ▶ Community Care Access Centres (now called Home and Community Care - LHIN)
- ▶ Community Support Services
- ▶ Drug Benefits
- ▶ Elder Abuse and Neglect
- ▶ Exercise and Falls Prevention Programs
- ▶ Falls Prevention Programs
- ▶ Financial Assistance for Seniors
- ▶ Fitness, Recreational and Social Programs for Seniors
- ▶ Geriatric Services (Aging Related Health Care)
- ▶ Grandparenting
- ▶ Healthy Aging
- ▶ Helplines for Seniors
- ▶ Home and Community Care - LHIN
- ▶ Long-Term Care Homes
- ▶ Mental Health for Seniors
- ▶ Nursing Homes
- ▶ Osteoporosis
- ▶ Respite Care for People with Alzheimer's Disease and Related Dementias
- ▶ Respite Care for Seniors
- ▶ Retirement Residences
- ▶ Safety and Injury Prevention
- ▶ Self-Management Support Programs
- ▶ Seniors' Apartments
- ▶ Seniors' Centres
- ▶ Seniors' Clubs and Legions
- ▶ Seniors' Intervention and Assistance Services
- ▶ Veterans



- ▶ Find Services Near Me
- ▶ Find Services Across Ontario

becomea**PSW**.ca



As the population in southwestern Ontario continues getting older, the need for home and community care services is growing. Currently the number of PSWs entering the field is not keeping up with this rapidly increasing demand. BecomeaPSW.ca was launched to provide the information and resources people need to consider a career as a PSW.

South West Health Links

Stroke Resources

FRENCH LANGUAGE SERVICES
AND RESOURCES
SERVICES ET RESSOURCES EN FRANÇAIS

Information London

Find a Specialist
PHYSICIAN

Home Support Services as Listed on the Southwest Healthline

These services are located in Elgin

Closing the Gap Healthcare - Elgin 452 Talbot St, St Thomas, ON N5P 1B9	519-631-9866
Elgin Community Support Services Network 175 South Edgeware Rd, St Thomas, ON N5P 4C4	1-888-866-7527
Multi Hands 4 U 18 Galbraith Court, St Thomas, ON N5R 6G8	519-719-7078
Oneida Nation of the Thames - Health Services - Home and Community Care Program Oneida Medical Centre, 2213 Elm Ave, Southwold, ON N0L 2G0	519-652-0500
Victorian Order of Nurses - Middlesex-Elgin - Elgin-St Thomas Office - Community Support Services - Home Help 175 S Edgeware Rd, St Thomas, ON N5P 4C4	St Thomas: 519-637-6408 East Elgin: 519-765-2999

These services are located outside of Elgin, but provide service to Elgin.

At Your Service for Seniors 596 Fox Mill Place, London, ON N6J 2B2	519-872-0875 or 519-873-0875
Bayshore Home Health - London Branch Bradley Medical Centre, 595 Bradley Ave, 2nd Fl, London, ON N6E 3Z8	519-438-6313
Extended Families Support Services 812 Dalkeith Ave, London, ON N5X 1R8	519-913-2123
Home Care on Wheels 4026 Meadowbrook Dr, Unit 133, London, ON N6L 1C8	519-203-4663
Home Instead Senior Care - London-St Thomas-Sarnia 1200 Highbury Ave N, London, ON N5Y 1A7	519-913-1662
Nurse Next Door Home Care Services - London	519-859-5070
Physical Relief Telemedicine 1340 Dundas St, London, ON N5W 3B6	1-800-778-2143
Premier Homecare Services London 611 Wonderland Rd N, Suite 121, London, ON N6H 5N7	226-663-8209
QC Home Support Services 159 Albert St, London, ON N6A 1L9	519-679-2805

<u>Senior Homecare by Angels - London and Area</u> 111 Waterloo St, Suite 605, London, ON N6B 2M4	519-649-2273
<u>Services4U - London and Middlesex</u> London, ON	519-670-0689
<u>Spectrum Health Care - Seniors for Seniors</u> 1454 King St E, Unit 2, Kitchener, ON N2G 2N7	Guelph: 519-836-3893 Kitchener: 519-585-0845 London: 519-433-5000
<u>Stonebridge Community Services</u> Tillsonburg Town Centre Mall, 200 Broadway St, Suite 206, Tillsonburg, ON N4G 5A7	519-842-3200
<u>Tillsonburg and District Multi-Service Centre - Home Support Services - Housekeeping</u> Tillsonburg Town Centre, 200 Broadway, 2nd Floor, Tillsonburg, ON N4G 3A1	519-842-9000

(as of August 2019)

Adult Day Program Mission

To provide support services and activities to residents of St. Thomas and Elgin County. These programs are responsive to the unique physical, cognitive and/or social needs and values of the participants, the family/ caregivers and the community.

Goals

- *To offer a structured program in a caring and nurturing environment with the primary goal of providing healthy, supportive and protective care to clients.
- *To provide support, assistance and respite to families and caregivers.
- *To provide therapeutic activities and programs that match the abilities and needs of the participants and maintains and maximizes their current skill.
- *To provide information to families and caregivers on other community support services and to facilitate referrals to other community agencies.
- *To provide an educational component that addresses health issues, promotes a healthy lifestyle and incorporates the dimensions of wellness.
- *To provide a variety of rewarding volunteer opportunities for members of the community.

Frequently Asked Questions

- Q. How can I get started?
- A. You need to contact SWCCAC at (519)631-9907 and let them know you are interested in the Adult Day Program.
- Q. Is there a cost to attend?
- A. Fees are based on the number of services provided. Fees for all program sites range from \$5 to \$18.00
- Q. Is there transportation to the Adult Day Program?
- A. Yes, there is transportation that can accommodate wheelchairs, and walkers. Caregivers may also choose to drive one way or both ways.
- Q. What if I have special diet considerations?
- A. Special diets can be accommodated, you are given two different meal choices.

For program inquiries, to come for a visit, and any other information please contact us!

Adult Day Program Coordinator

Contact Information

Phone (519) 631-1030 Ext 310

E-mail: dburridge@valleyview.st-thomas.on.ca

Elgin- St. Thomas Adult Day Program

A HOME AWAY FROM HOME



A program that supports the needs and values of participants, family/ caregivers and the community.

Elgin-St. Thomas Adult Day Program Offers...

Three Different Locations

St. Thomas/Central Elgin

Valleyview

350 Burwell Road
St. Thomas, Ontario
(519) 631-1030 ext 309

At Valleyview we offer an Adult Day Program, a Young Adult Day Program, and an Alzheimer's Day Program.

East Elgin

Terrace Lodge
475 Talbot
Street Aylmer,
Ontario
(519) 773-9205



At Terrace Lodge we offer an Adult Day Program, and an Alzheimer's Day Program.

West Elgin

Bobier Villa
1 Bobier Lane
Dutton, Ontario
(519) 762-2417



At Bobier Villa we offer an Adult Day Program, and an Alzheimer's Day Program.

Adult Day Program Hours

Hours vary depending on location and day of the week. Day programs are open from 9:30am-2:30pm. Evening programs are 2:30pm-7:00pm. *Depending on location we are open Monday - Friday.

Adult Day Program Services

- ♦ Transportation
- ♦ Socialization
- ♦ Assistance with Daily Living
- ♦ Full Course Lunch/Dinner and Snacks
- ♦ Therapeutic activities
- ♦ Hair Care
- ♦ Supportive Care and Supervision
- ♦ Whirlpool Bath
- ♦ Overnight Stay
- ♦ Alzheimer's Support Group
- ♦ Intergenerational Activities
- ♦ Medication Supervision

Overnight Respite

The Valleyview Adult Day Program would like to present an exciting new program that we hope will benefit you and your family. We are now offering an overnight stay here at the Adult Day Program in St. Thomas. This will be offered every Wednesday night from 8pm until 8am Thursday morning. We will provide breakfast in the morning and transportation to and from the program so that your loved one can come and spend the evening with us. The fee for the overnight is \$34.50



Testimonials

The Adult Day Program must be very proud of their employees that they express their kindness, care and commitment to their clients. The day program has done wonders to boosting my morale and self-esteem as well as helping me with my Alzheimer's and giving me a safe place to come during the day. It has assisted me with my ability to cope with life and the ability to help others and build my confidence. I am very thankful for what the adult day program has done for me.
Rupert Inch Adult Day Program Client

The Adult Day Program provides me with great opportunities for inter-personal relationships between the ladies that are around the same age group. It is great getting together to reminisce and share experiences with everyone. The ride to the day program is also great because you get to see parts of the city you would not normally go to. The leaders of the group make coming to the day program an enjoyable experience and a great atmosphere for all to enjoy.
Ilene Ford Adult Day Program Client

HEALTH STARTS AT HOME



COMMUNITY SUPPORT SERVICES Serving Elgin County



VON Canada is a national health care organization and registered charity offering a wide range of home care and community support services.

With a strong national approach and deep community roots, our 5,000 professionals and 9,000 volunteers contribute every day to improving quality and life promoting independence for thousands of Canadians.

We work closely with community and government partners to deliver vital services, where and when they are needed.

Just a few examples of our services:

Home care:

- Cancer care and chemotherapy
- End of Life Care
- General home nursing services
- Physio and occupational therapies
- Specialized wound / ostomy care

Community Support Services:

- Bereavement Support
- Meals on Wheels
- Transportation Services
- Seniors Exercise Programs
- Hospice Visiting Services
- Congregate Dining

Corporate Services:

- Immunization
- Insurance paramedicals
- Pharmaceutical Support
- Workplace Wellness Programs

Not all services are available at all VON sites. For more information and services available in your area, please contact your local VON site.

Meals on Wheels

Hot Meals are delivered Mon – Fri. Frozen Meals are delivered every two weeks. This program is available to seniors or adults with a disability. There is a fee associated with this program. A minimum of 48 hours notice is required to set up hot meal program for clients.

Transportation

Volunteer and Wheelchair Accessible Transportation available to clients who require transportation to and from medical appointments, dialysis treatments, shopping (groceries, drugstore, etc.), errands and social outings. A minimum of 48 hours notice required for all rides. This program is available to seniors or adults with a disability. There is a fee associated with this program.

Home Help

VON staff provide light housekeeping, laundry, meal preparation and grocery/errand shopping. This program is available to seniors or adults with a disability. There is a fee associated with the program.

Visiting Programs:

Volunteer Visiting - Volunteers are matched one-on-one with clients and through regular visits, volunteers provide companionship and support. This program is available to seniors or adults with a disability.

Dementia Visiting - Volunteers are specially trained and matched to provide care for those with dementia or Alzheimers. Through regular visits, volunteers provide companionship, support and respite for caregivers.

Hospice Visiting - Hospice Palliative Care aims to relieve suffering and improve quality of living and dying for those living with a life threatening illness. We comfort clients and those in his/her life circle during one of the most intense, emotionally charged times we face as human beings.

Grief and Bereavement

Grieving is intensely personal to each individual. The Grief Support Group "Healing Souls" is a structured group facilitated by trained staff and volunteers. Groups are held throughout the year as needed and the time of group is established based on the needs of the members. Grief support offered individually or in a group setting. A Bereavement Walking Program takes place on a weekly basis.

HEALTH STARTS AT HOME



For More Information Call:

VON MIDDLESEX-ELGIN

Elgin Site
175 S. Edgeware Rd
St. Thomas, ON N5H 4C4

Phone - 519-637-6408 or
1-800-201-0909

Fax - 519-631-4798

www.vonmiddlesexelgin.ca

Not all services are available at all VON sites.
For more information and services available in
your area, please contact your local VON site.

SMART Exercise Program

A group exercise program for community members who wish to improve their strength, coordination, balance, and flexibility. Falls Prevention Education is incorporated into all classes. Classes offered throughout Elgin County and schedules available at VON. There is no fee associated with group exercise classes. The In-Home Exercise Program is 15 gentle exercises carefully designed to maintain or increase mobility and independence. The program is intended for homebound individuals over a 15 week program. There is a fee associated with the In-Home Exercise Program. This program is available to seniors or adults with a disability.

Congregate Dining

Congregate Dining is a morning, afternoon or evening event or activity that promotes health and wellness, social interaction, entertainment and may or may not include a nutritious meal. This program is available to seniors or adults with a disability. Some events may have a fee associated with the program.

Security Check / Telephone Re-assurance

A regular telephone call by a volunteer at a pre-determined time to monitor a client's safety and well being. This program is available to seniors or adults with a disability.

Caregiver Support

Support and information provided to caregivers to answer caregiving questions, help locate community resources, tips and strategies and information sessions held.

Vial of Life

VON trained volunteers assist clients to complete medical information in a provided template, so it is accessible for emergency personnel, in the event of an emergency. Volunteers continue to follow-up with client every 12 weeks to ensure that the information remains up-to-date. This program is available to seniors or adults with a disability.

Blood Pressure Clinics

Trained volunteers provide community based blood pressure clinics. Volunteers help clients measure their blood pressure by using a portable automated device. Educational materials and information about how to be more "heart healthy" are also available at clinics. All clinics are supported by clinical staff. This program is available to seniors or adults with a disability.



Alzheimer Society

ELGIN - ST. THOMAS

2019 Fall Programs & Services

Are you caring for someone with dementia?



FIRST LINK® LEARNING SERIES

First Steps for Care Partners is a 4-part learning series for family caregivers with a focus on the early stage of dementia. **Next session: Sept 2019**

Care Essentials is a 4-part learning series for family caregivers with a focus on the middle stage of dementia. **Next session: Oct/Nov 2019**

Options for Care is a 3-part learning series for family caregivers to evaluate their current caregiving needs and become informed about the long term care process. **Next session: Stay Tuned!**

Care in the Later Stages is a 3-part series with a focus on how caregivers can provide comfort to the person with dementia and to explore grief experiences. **Next session: Stay Tuned!**

Registration is required. Contact the office for more information.

BEHAVIOURAL SUPPORTS

As summer ends and fall begins, new programs and ideas are on the horizon. Our Behavioural Supports Counsellor is looking forward to developing regular education sessions to provide information to caregivers about how to recognize, strategize and support those living with dementia who are expressing responsive behaviours like wandering, sexualized behaviours, hallucinations, and verbally and/or physically responsive behaviours. Stay tuned to our website and social media for further information! To be added to our call list, please contact the office.

DEMENTIA EDUCATION

Are you a part of a group or club that would like to get more information about dementia? We offer a variety of education and trainings on topics related to brain health and dementia. Please call our office if you have a request, or visit our website for a list of upcoming events.

CAREGIVER SUPPORT GROUPS

Drop-in—No Registration Required

Information on topics related to dementia is available at each session. The main focus of the group is to give participants an opportunity to discuss the caregiving role with others who understand.

St. Thomas Caregiver Support Groups:

1st Wednesday of the month at Valleyview Home
350 Burwell Rd., St. Thomas
in the Community Room, 6:00 - 7:30 p.m.

OR

4th Wednesday of the month at the Elgin Mall
417 Wellington St., St. Thomas
in the Community Room, 1:30 - 3:00 p.m.

West Elgin Caregiver Support Group:

2nd Thursday of the month at Bobier Villa
1 Bobier Lane, Dutton
in the Family Dining Room, 1:00 - 2:30 p.m.

East Elgin Caregiver Support Group:

3rd Wednesday of the month at Terrace Lodge
475 Talbot St. East, Aylmer
in the Chapel, 1:00 - 2:30 p.m.

Long-Term Care Support Group:

Designed to meet the needs of persons whose family member is in long-term care.

2nd Tuesday of each month at Elgin Mall
417 Wellington St., St. Thomas,
in the Community Room, 1:30—3:00 p.m.

On-site care may be available at the Valleyview, Bobier and Terrace lodge locations only for your person with dementia while you attend the group.

This must be pre-arranged.

Please call the office at (519) 633-4396 for details.

FINANCIAL INFORMATION ABOUT ACCESSING LONG TERM CARE

Costs

All personal and nursing care provided by long-term care homes in Ontario are funded by the government. You must pay for accommodation charges such as room and board.

Accommodation rates (July 1, 2019)		
Type of accommodation	Daily rate	Monthly rate
Long-stay Basic¹	\$62.18 ^(a)	\$1,891.31 ^(b)
Long-stay Semi-private²	\$74.96 (Basic plus a maximum of \$12.78)	\$2,280.04
Long-stay Private²	\$88.82 (Basic plus a maximum of \$26.64)	\$2,701.61
Short-stay	\$40.24	N/A

Notes:

1. Effective from July 1, 2019, the basic accommodation rate is determined using the following formula:
 - a. 2018 basic accommodation rate \times (1 + CPI Rate) = 2019 co-payment rate.
[i.e., $\$60.78 \times (1 + 1.2.3\%) = \62.18]
 - b. The monthly rate is determined by multiplying the daily rate by 30.4167.
[i.e., $\$62.18 \times 30.4167 = \$1,891.31$]

Government subsidy

If you don't have enough income to pay for the basic room, you may be eligible for a subsidy through the Long-Term Care Home Rate Reduction Program. If you qualify, you or a lawful representative must complete an application form and submit it to your long-term care home.

What's covered by the subsidy

If you qualify, you could get a subsidy of **up to \$1,891.31 a month** to help you pay for basic long-term care accommodation.

Who qualifies

Whether or not you qualify for financial help depends on:

- the **type of accommodation** you choose (**only basic is covered** – not private or semi-private)
- **your net income**

You also need to be already receiving **all** of these federal and provincial benefits that you are eligible for:

- Old Age Security pension (if you're age 65 or older)
 - Ontario Disability Support Program (if you're ineligible for Old Age Security)
 - Guaranteed Income Supplement (if you're age 65 or older)
 - you must apply through Service Canada if you're receiving or eligible to receive Old Age Security
 - Guaranteed Annual Income System Benefit
 - you'll automatically be considered if you've applied for Guaranteed Income Supplement and filed your tax return on time
-

How income is calculated

When reviewing your application, they consider your "net income" on line 236 of your most recent income tax notice of assessment from the Canada Revenue Agency **minus** any:

- taxes payable – line 435 on your notice of assessment
- Universal Child Care Benefit payments
- payments from a Registered Disability Savings Plan
- death benefit payments from the Canada Pension Plan or Quebec Pension Plan
- lump-sum income (for example, from your Registered Retirement Savings Plan or Old Age Security pension) you used to pay for:
 - your accommodation at a long-term care home
 - an assistive device from the Assistive Devices Program
- income payable for a period when you were **not** receiving a long-term care rate reduction, including:
 - employment income
 - split pension income from your spouse or common-law partner
 - Registered Retirement Savings Plan, Registered Retirement Income Fund or Life Income Fund,
 - Old Age Security/Guaranteed Income Supplement/Guaranteed Annual Income System lump-sum income
 - any other income that you no longer receive

If you do not have a notice of assessment you may still be eligible.

During the review, the following is also considered:

- government benefits you are eligible for, **even if you have not applied for them**
 - other non-taxable income (for example, financial assistance from outside Canada, disability insurance from a private insurance company)
 - income from private sources
-

How to apply or re-apply

You must re-apply for a rate reduction each year. Whether you are applying for the first time or re-applying, the process is the same.

You will need to:

- have access to information about **all your sources of income**
- complete **one of four main forms**
- complete **additional forms** if you are asking to keep income to support a dependent or involuntarily do not live with your partner
- **submit your forms** to the long-term care home where you are applying for the rate reduction

Main forms

You will only need to fill out **one** of four main forms depending on your situation.

1. If you receive support payments from the Ontario Disability Support Program, fill out the form for resident receiving ODSP.
2. If you have been in a long-term care home for 1 year or less and do not have your notice of assessment, fill out the form for residents without proof of income.
3. If you have **one of** the three proof-of-income documents and your benefits have been replaced by new benefits during or since your notice of assessment year (normally this happens the year you turn 65 but it may happen any time), fill out the form for residents transitioning to new government benefit.
4. If you have **one of** the three proof-of-income documents and have not transitioned to new benefits during or since your notice of assessment year, fill out the form for residents with proof of income.

Acceptable proof-of-income documents are:

1. notice of assessment – the document the Canada Revenue Agency sends you after you file your annual tax return that shows whether or not you get a refund
2. proof of income statement – a simple version of your tax assessment that you can get through My Account on the Canada Revenue Agency website
3. consent form – allows your long-term care home to get your proof-of-income information directly from the Canada Revenue Agency

Forms if you are supporting a dependent

Use one or more of these forms, as needed, to request to keep income because you support an eligible:

- dependent spouse under 65 living in your community
- dependent child under 18 or under 25 if they attend a recognized secondary or post-secondary school and live in your community
- dependent spouse under 65 or dependent child and you are eligible for a "continuation of previous dependent deduction" (your long-term care home will tell you if you are eligible)

This comes into play if your spouse who is living at home does not have enough money left over to pay their costs after the long term care bill is paid. So for example: a man and woman share income. The man goes into long term care and after taking out \$1800.00 for the long-term care costs, the woman is left with only \$1000.00 per month. Since this is not possible to live on, the man can fill out a form for having a dependent spouse and apply to have his long term care rate subsidized so that more of his money can remain with the woman. There is a limit that the woman at home can be earning that could impact eligibility for subsidy.

Statement if you involuntarily do not live with your partner

If you and your spouse or common-law partner do not live together for reasons beyond your control, you'll need to complete this Involuntary Separation Statement to maximize your pension benefits.

To qualify:

- you must be over 65
- your spouse or common-law partner must be:
 - over 65
 - living in your community or in a long-term care home, including if they live in the same semi-private room as you
 - eligible for the Old Age Security pension and/or Guaranteed Income Supplement

Apply within 90 days of moving in

Your rate reduction will begin to apply for **up to 90 days before the date you submit your application**. To make sure you get the rate reduction for as many days as possible, be sure you apply within the first 90 days at your long-term care home.

Re-apply annually between July 1-September 28

Because your income can change, **you have to re-apply to be eligible for assistance each year**. The application period runs from July 1 to September 28. If you do not re-apply, your long-term care home can charge you the full cost for basic accommodation.

If you re-apply and qualify after the deadline, your reduced rate will begin to apply **for up to 90 days** before you submitted your application.

One exception: If you are already receiving a rate reduction the year you turn 65, you will have to re-apply within 30 days after your birthday because you will start receiving your Old Age Security pension.

Get help

If you need help or have any questions, speak to the staff at your long-term care home. They can help you fill out the form(s). If you still have questions, please call the Long-Term Care Action Line at 1-866-434-0144.

Also remember to go to the local office of your Member of Parliament or the local office of your Member of Provincial Parliament. They can help with filling out forms, applications, complaints, questions and concerns.

Source: Ontario Government

<https://www.ontario.ca/page/about-long-term-care>