



Connecting you with care
Votre lien aux soins

CCAC **CASC**
Community Care Access Centre
Centre d'accès aux soins communautaires

Is it time to consider a Long-Term Care Home?



Definitions of terms used throughout the guide are explained below

Term	Meaning
Client	The person applying to go to long-term care (LTC)
SDM	Substitute Decision Maker - The person identified to apply on behalf of the client
LTC	Long-Term Care
CCAC	Community Care Access Centre
OHIP	Ontario Health Insurance Plan
POA	Power of Attorney
Placement	Term used to explain the process and/or act of applying for long-term care

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Where do I start?

Your Community Care Access Centre (CCAC) connects you with the care you need, at home and in your community. We can help you stay in your own home longer by providing care in your home and by coordinating care in your community, including specialized support services; and we can provide you with information about long-term care options if it becomes too difficult for you to live independently at home.

There are 14 CCACs in communities across Ontario that are funded by Local Health Integration Networks (LHIN) through the Ministry of Health and Long-Term Care. This means that, through your tax dollars, CCAC advice and services are covered by OHIP.

Each CCAC is staffed by caring and knowledgeable professionals who will assess your needs, determine your requirements for care, answer your questions and develop a customized care plan that meets your individual needs.

If you are considering long-term care, your Community Care Access Centre will help you make informed decisions and support you through your entire care journey.

Do I need to consider a Long-Term Care Home?

Like the various transitions that come with every stage and age of life, there may come a time when you need to consider a Long-Term Care (LTC) Home. Whether you are asking this question yourself or for a family member or friend, the Community Care Access Centre is available to support you through your decision-making. We are here to help you explore all your options to remain supported at home. When you have determined that long-term care is a necessary option, we will provide information on Long-Term Care Homes and we will guide you through every step of the application and admission process.

Community Care Access Centres are the access point for ensuring long-term care is the right place for you and for authorizing admission to Long-Term Care Homes across Ontario.

Your eligibility for entry into a Long-Term Care Home will be assessed by a CCAC health care professional who will work with you to complete an application.

Tip

It's always a good idea to talk to someone you trust and let them know what you want your life to look like in the future should you not be able to make decisions for yourself.

Applying for placement in a Long-Term Care Home is a major life decision. It is not an easy decision to make and usually is accompanied by many questions and mixed emotions. Although it will require some thought and reflection on your lifestyle choices and care, your CCAC team is here to help you find an option that is right for your particular care needs.

The decision to apply should be made after other care options have been explored and exhausted.

What are my options?

Before you think of leaving your home for a long-term care destination, your local CCAC will help you to explore all your options to be supported at home. If you need help with day-to-day tasks, such as bathing and cooking, you may be able to stay in your home with the support of home care services and/or care in the community.

Care in your home

Your CCAC offers a wide range of options covered by OHIP that may help you stay in your own home longer. When you contact your local CCAC, you will be introduced to a Case Manager (also referred to as a "Care Coordinator") who will:

- Talk with you about your needs, and answer questions about what CCACs can provide and what's available in your community
- Conduct a health care assessment
- Develop a customized care plan that meets your specific needs
- Check in regularly with you and adjust your plan if your needs change

Your CCAC has built strong relationships with trusted care providers in your community and can coordinate in-home services for you such as: nursing, help with bathing and dressing, physiotherapy, and more.



Care in your community

The CCAC is available to connect you to community services that are right for you. You can take advantage of a variety of support services available in your community, whether you're receiving care in your home, or managing on your own.

Our knowledgeable staff provide the key link between you and all the available community-based services to help you achieve your best possible health care and wellbeing.

Community-based services such as meal services, friendly visiting, adult day programs and many more, may enable you to stay in your home longer than you thought possible. But if you do determine that you need more comprehensive support, here are some options to consider:

- **Retirement homes** are a good fit if your care needs don't require 24-hour nursing availability, specialized services and government subsidized care.
- **Complex continuing care** may be the right level of care if your medical condition requires nursing care and other resources on a 24-hour basis. Typically, complex continuing care is necessary when care needs cannot be met in long-term care.
- **Short-stay** is ideal if all you need is a brief stay in a Long-Term Care Home while your caregiver is on vacation or taking a rest, or while you are recovering from an illness or surgery (this is also referred to as **respite care**).
- **Long-Term Care Homes** may be what you need if you have exhausted all the services in the community and it has become too much of a challenge for you or your caregiver for you to stay in your own home. If you are a veteran you may be eligible for Veterans Affairs "Priority Access" long-term care beds. Your local CCAC will be able to provide you with a list of veteran homes in your area. There are special programs that Veterans may be eligible for to support them at home and in long-term care. Ask your CCAC for details.

How do I know when it is time to apply for long-term care?

There is no simple rule to tell when it's time to apply for long-term care. Each person has a unique blend of care needs and available resources. Making a decision about when to seek long-term care requires time and planning because there are a number of factors to be considered.

People often make the decision to explore Long-Term Care Homes when:

- Family caregivers are no longer able to provide care
- Their health condition requires a high level of personal support or ongoing nursing care
- They are unable to return home after hospitalization
- Their care needs exceed what can be provided by other services in the community

Help is available for you and your family caregiver every step of the way. You can ask for help from:

- Your hospital social worker or discharge planner
- Your local CCAC office - simply by calling a client service representative at the CCAC at 310 CCAC (2222)
- Your family physician or other health care providers in the community who are involved in your care

Tip

To learn about the Long-Term Care Homes in your area go to:

www.ccac-ont.ca

www.gtalongtermcarehomes.ca



How do I apply?

There are six steps in the application process:

1. Learn about the options available to you and the process for applying

A CCAC health care professional or hospital social worker is available to provide you with information about the application process. You and your family caregiver will be provided with the right information to help you make an informed decision.

2. Visit the homes you would like to consider

A CCAC health care professional or hospital social worker is always available to work with you as you go through the process of selecting a home. You will be asked to choose up to three Long-Term Care Homes.

You will also be required to identify your choice of basic, semi-private or private accommodation.

The best way to know if a home is the right fit for you is by scheduling a visit.

Tip

Use the checklist at the back of this guide to track information when visiting homes.

3. Completing the application

Once you have made the decision that long-term care is the right place for your needs, you can work with the CCAC health care professional or hospital social worker to begin the process of completing the application. They will guide you through the process of completing all the necessary paperwork to ensure you apply to the homes that meet your care and lifestyle needs.

Part of the application process involves the CCAC health professional doing an assessment to ensure that your care needs can be met in long-term care. If it is determined that your care needs are not appropriate for long-term care, the CCAC professional will help you determine the best place for you to get the help you need.

4. Waiting to hear from the Long-Term Care Home that your application has been accepted

Once your application is completed and the CCAC staff have determined long-term care is the right place for you, your application will be sent to each home you have selected for a review. Each home will respond back to the CCAC and to you regarding whether your application is accepted. If it is not accepted, a reason will be provided to you and the CCAC will help you to look at alternatives.

5. Waiting for the next available bed

Once your application has been accepted, you will wait until a place becomes available for you. The time you wait depends on: the number of beds available in the home, whether available rooms are for males or females, whether beds are in private, semi-private or basic rooms, etc.

While waiting, it is important that you are aware of the following information:

- You or your family caregiver is expected to be available for a bed offer at any time. This means the CCAC staff must have the most up-to-date information on how to reach you should a bed become available.
- Waiting periods range from days, months, or even longer depending on the type of accommodation you are waiting for and your care needs
- The CCAC staff may ask for your assistance in obtaining medical updates from a family physician every six months to ensure your records are kept up-to-date and that your application is maintained in good standing at the Long-Term Care Home of your choice.
- If you are in hospital while you wait, hospital staff may ask you or your family caregiver to reconsider Long-Term Care Home choices that have an excessively long wait list. This will enable you to be placed in the most appropriate care setting in a timely manner. You can always move from your current Long-Term Care Home to one of your preferred choices at a later date once a bed becomes available.

6. Responding to a bed offer

When a place becomes available at one of the homes of your choice, CCAC staff will contact you to either accept or reject the offer. You must provide a response within 24 hours after receiving the call. During this time, you can speak with your family or caregivers about this decision.

i. Accepting the offer of a bed

If you choose to accept the offer you are expected to move in the next day. If you are waiting for a Long-Term Care bed from home, you may hold the bed for up to five days but must be moved into the home on the fifth day or you will lose the bed. The home will charge a fee for holding the bed until you move in. If the bed that is offered to you is not your first choice, you may also choose to keep your name on the waiting lists for your other choice(s).

ii. Refusing the offer of a bed

If you are waiting for long-term care in the community and refuse the offer, your application to all chosen homes will be cancelled. In this case, you cannot re-apply for six months, unless there is a significant change in your condition or circumstance.

Who can I talk to about questions and concerns after my move?

CCAC staff will stay in touch with you

You or your family caregiver can expect a call from CCAC staff after you move into long-term care to ask if you are satisfied with your new location and if you would like to remain on the list for your other choices.

- Questions or concerns related to the Long-Term Care Home should go to the Director of Care of that home.
- All homes have a Residents' Council where you can raise any issues or discuss ideas with other families and residents.
- Questions or concerns related to the placement process may be directed to the CCAC.
- The Ontario Government offers the public the option to report any concerns to the Long-Term Care Action Line by calling 866 434 0144.

Additional Resources and Information

For information about accommodation and costs:

www.health.gov.on.ca/english/public/program/ltc/15_facilities.html

For a Power of Attorney Kit:

www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp

For a Residential Care Checklist and Tips:

www.health.gov.on.ca/english/public/program/ltc/29_pr_checklist.html

For Profiles of Long-Term Care Homes in the Greater Toronto Area:

www.gtalongtermcarehomes.ca/

Advocacy Centre for the Elderly:

www.advocacycentreelderly.org/

Tel: (416) 598 2656



Moving into your new home

Plan ahead for the move

- Have money set aside to pay for the first month's accommodation fee and any other optional services, such as cable TV
- Have your most recent Income Tax Notice of Assessment available if you are applying for an income subsidy
- If possible, once the offer of a place has been accepted, go to the home and sign the contract in advance
- Have copies of the power of attorney papers available
- Identify which possessions you will move on or after moving day; this might include pictures, afghans, colourful bedding, radio, or other accessories
- Check with the staff of the home to confirm if you are able to bring furniture that is suitable
- Label all personal items (e.g., eye glasses, hearing aids, dentures, radio, clock)

Tip

It is not recommended that you bring valuable or fragile items.

On moving day

If possible, have a family member or friend help to assist with settling in. Be sure to remember essential items, including:

- All medications (prescriptions and over-the-counter medicine) in the original labelled containers
- Clothing that is machine washable
- Familiar things to make your room feel like home
- Toiletries and personal items
- Emergency contact phone numbers
- Cards for any medical coverage
- Your Ontario health card
- Any equipment or aids that you require

Tip

Moving days are always hectic and tiring. Being well prepared is a good start, but also remember to eat, take fluids and make time for a rest.

Long Term Care Home - Visiting Checklist

Name of Long-Term Care Home 1: _____

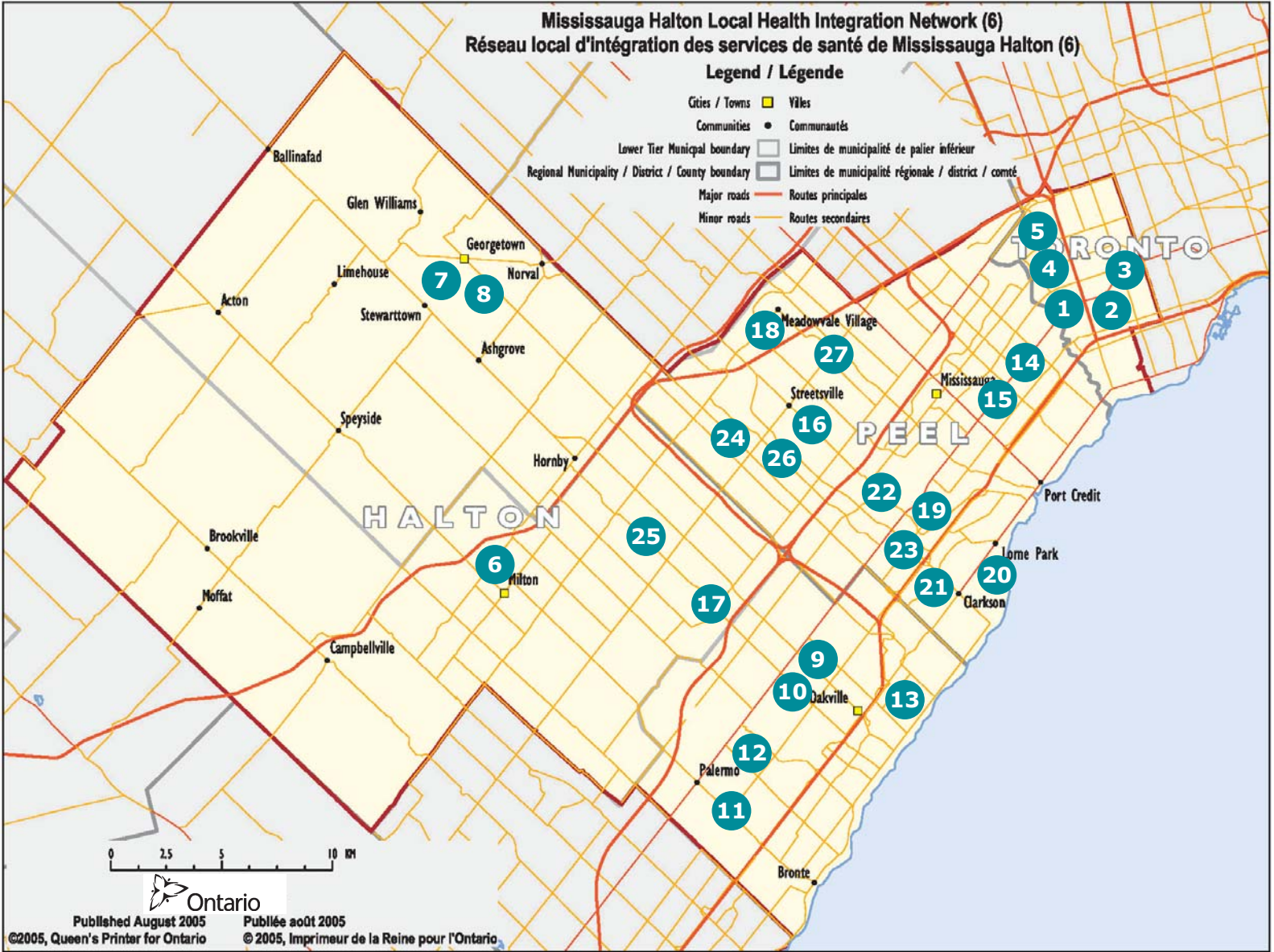
Name of Long-Term Care Home 2: _____

Name of Long-Term Care Home 3: _____

Things to consider:

	1	2	3
The location of the home - is it important for you to be close to family and friends? Is it near subway or bus routes?			
When visiting the home, do the staff seem friendly? Do they make you feel comfortable? What do people who live there have to say about the care and the caregivers?			
What features does the home offer - such as different accommodation types, size of rooms, number of beds per room, bathrooms, common areas, garden, parking, etc.			
What recreational and outdoor activities are offered?			
Are services such as hairdressing, newspaper delivery, foot care, in-house banking available? Does the home have a particular religious, cultural or ethnic focus that you desire?			
Are there smoking areas available?			
Are there secure environments and gardens for people who are at risk of wandering?			

Listing of Long-Term Care Homes in Mississauga Halton



Listing of Long-Term Care Homes in Mississauga Halton

Etobicoke

- 1 Dom Lipa**
52 Neilson Drive
Etobicoke, Ontario M9C 1V7
Telephone: 416-621-3820
Website: www.domlipa.ca
 - 66 residents in Private, Semi-Private, Two-person Basic accommodation
 - Tours can be booked by calling the home.
- 2 Highbourne Lifecare Centre**
420 The East Mall
Etobicoke, Ontario M9B 3Z9
Telephone: 416-621-8000
Website: www.ourhomeyourhome.eycan.com
 - 250 residents in Semi-Private, Two- Three- and Four-person Basic accommodation
 - Tours must be booked in advance by calling the social worker at ext. 14.
- 3 Labdara Lithuanian**
5 Resurrection Road
Toronto, Ontario M9A 5G1
Telephone: 416-232-2112
Website: www.labdara.ca
 - 90 residents in Private, Semi-Private accommodation
 - Ethno-specific Lithuanian Home but is open to residents of all ethnic backgrounds
 - Tours held Mon.-Fri. 9 AM-5 PM. Weekend tours available but must be booked in advance by calling ext. 402.
- 4 The Westbury**
495 The West Mall
Etobicoke, Ontario M9C 5S3
Telephone: 416-622-7094
Website: www.regencycare.ca
 - 187 residents in Private, Two-person Basic accommodation
 - Tours can be arranged by calling Family Coordinator at ext.1543. Tours held Mon.-Sat. only.
- 5 Wesburn Manor**
400 The West Mall
Toronto, Ontario M9C 1V2
Telephone: 416-394-3600
Website: www.toronto.ca/homesfortheaged/wesburn.htm
 - 192 residents in Private, Semi-Private, Two-person Basic accommodation
 - Tours held Mon.-Sat. only. Mon.-10 AM, Tues.-9:30 AM, Wed.-2:15 PM, Thurs.-9:30 AM, Fri.-9 AM, Sat.-Tour time depends on availability of Manager, call in advance to arrange.

Halton

- 6 Allendale (Milton)**
185 Ontario Street South
Milton, Ontario L9T 2M4
Telephone: 905-825-6000 ext: 8001
Website: www.halton.ca/SCS/Seniors/ltc/allendale.htm
 - 200 residents in Ward and Private accommodation
 - Tour dates on specific days of each month. Must call ext. 8012 to book.

- 7 Bennett Health Care Centre (Halton Hills)**
1 Princess Anne Drive
Georgetown, Ontario L7G 2B8
Telephone: 905-873-0115
Website: www.bennetthealthcarecentre.ca
 - 66 residents in Ward, Semi-private and Private accommodation available
 - Pets onsite
 - Tours held every day (preferably after 10 AM). Must call in advance to book.
- 8 Extencicare Halton Hills (Halton Hills)**
9 Lindsay Court
Georgetown, Ontario L7G 6G9
Telephone: 905-702-8760
Website: www.extencicare.com
 - 130 residents in Ward and Private accommodation
 - Tours must be booked in advance at ext. 232.
- 9 Northridge Long Term Care Centre (Oakville)**
496 Postridge Drive
Oakville, Ontario L6H 7A2
Telephone: 905-257-9882
Website: www.retirementresidencesreit.com/homes/93
 - 133 residents in Ward and Private accommodation
 - Pets onsite
 - Tours held every Mon, Thurs. & Fri. at 10:30 AM and again at 2 PM. Must call ext. 225 to book.
- 10 Post Inn Village (Oakville)**
203 Georgian Drive
Oakville, Ontario L6H 7H9
Telephone: 905-825-6000 ext: 4046
Website: www.halton.ca/scs/seniors/ltc/post.htm
 - 228 residents in Ward and Semi-private accommodation
 - Convalescent Care Unit available to people who need time to recover strength and functioning
 - Tours held every Wed. at 3:30 PM. Must call ext. 4088 to book.
- 11 The Waterford (Oakville)**
2140 Baronwood Drive
Oakville, Ontario L7M 4V6
Telephone: 905-827-2405
Website: www.regencycare.ca/thewaterford.htm
 - 168 residents in Ward and Private accommodation
 - Pets onsite
 - Tours must be booked in advance by calling ext. 543.
- 12 West Oak Village Long Term Care Centre (Oakville)**
2370 Third Line
Oakville, Ontario L6M 4E2
Telephone: 905-469-3294
Website: www.retirementresidencesreit.com/homes/94
 - 133 residents in Ward and Private accommodation
 - West Oak no longer provide group tours. For touring LTCH please contact ext. 225 in advance to book.
- 13 Wyndham Manor Long-Term Care Centre (Oakville)**
291 Reynolds Street
Oakville, Ontario L6J 3L5
Telephone: 905-849-7766
Website: www.extencicare.com
 - 128 residents in Ward and Private accommodation
 - Tours held Mon.-Fri. Must call in advance to book.

Mississauga

14 Cawthra Gardens

590 Lolita Gardens
Mississauga, Ontario L5A 4N8
Phone: 905-306-9984
Website: www.delcare.com

- 192 residents in Basic and Private accommodation
- Tours held Mon.-Fri. at 10:30 AM and 3:30 PM. Must call to book.

15 Leisureworld Mississauga

2250 Hurontario Street
Mississauga, Ontario L5B 1M8
Phone: 905-270-0411
Website: www.diversicare.ca

- 237 residents in Basic, Semi-Private and Private accommodation
- Tours must be booked in advanced at ext. 228.

16 Leisureworld Streetsville

1742 Bristol Road West
Mississauga, Ontario L5M 1X9
Phone: 905-826-3045
Website: www.diversicare.ca

- 118 residents in Basic, Semi-Private and Private accommodation
- Tours must be booked in advance.

17 Erin Mills Nursing Home

2132 Dundas Street West
Mississauga, Ontario L5K 2K7
Phone: 905-823-6700
Website: N/A

- 86 residents in Ward, Semi-private and Private accommodation
- Tours held every Tues. at 2 PM.

18 Extendicare Mississauga

855 John Watt Blvd.
Mississauga, Ontario L5W 1G2
Phone: 905-696-0719
Website: www.extendicare.com

- 140 residents in Ward and Private
- Can accommodate residents with G-tubes
- Tours held Mon.-Fri between 9-5 PM. Must call 905-696-2244 in advance to book. Some tours held on Sat. depending on staff availability

19 Mississauga Life Care Centre

55 The Queensway West
Mississauga, Ontario L5B 1B5
Phone: 905-270-0170
Website: N/A

- 166 residents in Basic and Semi-private accommodation
- 26 bed Restore unit
- Tours need to be booked in advance by calling ext. 36

20 Mississauga Long-Term Care Facility

26 Peter Street North
Mississauga, Ontario L5H 2G7
Phone: 905-278-2213
Website: N/A

- 55 residents in Basic, Semi-Private and Private accommodation
- Tours held every day between 2-3 PM. Must call in advance to book.

21 Sheridan Villa

2460 Truscott Drive
Mississauga, Ontario L5J 3Z8
Phone: 905-791-8668
Website: www.region.peel.on.ca/ltc/index.htm
• Tours must be booked at ext. 2933.
(Home is currently undergoing renovation)

22 Specialty Care Mississauga Road

4350 Mississauga Road
Mississauga, Ontario L5M 7C8
Phone: 905-812-1175
Website: www.specialty-care.com

- 160 residents in Basic and Private accommodation
- Tours held every Wed. at 2:30 PM and Sat. at 11 AM. Must call in advance to book.

23 The Wenleigh

2065 Leanne Blvd.
Mississauga, Ontario L5K 2L6
Phone: 905-822-4663
Website: www.regencycare.ca

- 163 residents in Basic, Private and Couples accommodation
- Tours held every Tues. at 11 AM, Thurs. at 2 PM, & Sat. and Sun. at 2 PM. Must call ext. 493 to book.

24 Tyndall Nursing Home

1060 Eglinton Ave. East
Mississauga, Ontario L4W 1K3
Phone: 905-624-1511
Website: www.tyndallestates.net

- 151 residents in Basic, Semi-Private and Private accommodation
- Tours can be booked in advance. Open house held every Sun. between 2-4 PM.

25 Villa Forum

175 Forum Drive
Mississauga, Ontario L4Z 4E5
Phone: 905-501-1443
Website: www.micbaforumitalia.com

- 164 residents in Basic, Private and Couples accommodation
- Tours can be booked at ext. 543.

26 Village of Erin Meadows

2930 Erin Centre Blvd.
Mississauga, Ontario L5M 7M4
Phone: 905-569-7155
Website: www.homewood.org

- 180 residents in Basic and Private accommodation
- Tours held every Tues. at 2 PM.

27 Yee Hong Centre Mississauga

5510 Mavis Road
Mississauga, Ontario L5V 2X5
Phone: 905-568-0333
Website: www.yeehong.ca

- 200 residents in Basic and Private accommodation
- Tours can be booked by calling reception.



www.ccac-ont.ca • 310-CCAC • www.310CCAC.ca