



Connecting you with care
Votre lien aux soins

South West
CCAC **casc**
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Sud-Ouest

Connecting with Care through **PARTNERSHIP**

IMPORTANT INFORMATION about long-term care homes in the South West



Dear Partners in Care,

As you know, new regulations governing eligibility for long-term care came into effect on July 1. We thought this was an ideal time to have a conversation about your partnership with the South West CCAC, and the role of South West CCAC case managers in the process of admission to long-term care. We know that you share our focus on excellent client care, and we welcome ongoing dialogue about how we can work together.

Yours truly, Sandra Coleman, CEO, South West CCAC

New legislation

The revised Long-Term Homes Act now serves as the single legislative authority for safeguarding resident rights, improving quality of care, and strengthening the accountability of long-term care homes.

Among the changes in regulations that have a direct impact on the CCAC's role in long-term care:

- CCACs are now the designated long-term care placement coordinators.
- Anybody seeking admission to a long-term care home must contact the CCAC.
- The CCAC is responsible for:
 - Determining eligibility under new eligibility requirements
 - Providing information about homes, including the fact that clients can now apply to five homes
 - Helping applicants with the paperwork
 - Prioritizing applicants for admission, with new categories based on care needs, reunification of partners, and readmission
 - Monitoring waiting lists
 - Authorizing admission

In the past, hospital social workers often had some responsibility for long-term care coordination. This has changed across the South West over the past two years, with the introduction of integrated hospital discharge planning by CCAC case managers. Now the CCAC case managers in London hospitals have also assumed the lead role for placement.

Providing complete information, determining eligibility

The process begins when a client or family member expresses an interest in long-term care. (In some cases, the South West CCAC case manager may start the conversation.) The case manager talks to the client (or his or her substitute decision-maker, if appropriate) and family about the client's needs and wants.

The case manager provides the following information:

- Alternative services available
- Accommodation charges in long-term care homes
- The process for applying for a reduction of accommodation charges

The case manager works with the client and family to determine whether the client's needs can be met through community support and in-home services. If not, the client is assessed for eligibility for long-term care.

At this point, the case manager provides additional information, including:

- The admission process for long-term care, including the choices clients have and the implications of those choices
- The length of waiting lists
- Current vacancies
- How to get information from the Ministry of Health and Long-Term Care about long-term care homes

Helping clients make the right decision

Like you, CCAC case managers understand that moving to long-term care is a difficult transition. We know that finding the right home is very important. We recommend that clients and family members visit homes they are considering and ask themselves questions such as:

- Is the location close to family and friends?
- Do the activities sound interesting?
- Can residents bring some of their own furnishings and pictures?
- Are the menus varied and appealing?
- Can the family doctor continue to provide care?

We all understand the importance of moving clients who are eligible for long-term care from hospital as soon as

possible, to free up beds for people who need acute care. Our goal is to ensure that our clients and their families feel comfortable about the choices they have made and positive about the move to long-term care. That may mean that some homes have extra capacity at times, especially when new beds are being opened.

Working with You

The admission process to long-term care is a partnership between CCAC case managers and you, the operators of long-term care homes. We strive to keep communications open, to stay up to date on changes in your home, and to let you know about changes at our end. Please don't hesitate to contact a case manager if you have any suggestions or concerns.

Long-Term Care Resources



South West CCAC office contact Information:

London 519 473 2222
Owen Sound 519 371 2112
Seaford 519 527 0000
Stratford 519 273 2222

Strathroy 519 245 3233
St. Thomas 519 631 9907
Walkerton 519 881 1181
Woodstock 519 539 1284

www.sw.ccac-ont.ca

Visit www.ccac-ont.ca for more information about long-term care homes in Ontario.

Visit www.thehealthline.ca for a list of long-term care homes in South West Ontario.

thehealthline.ca