
GUIDE



LEVELS OF CARE FOR SENIORS

Social Workers
Providing Helping
Hands



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Hospital | d'Ottawa

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Disclaimer

This is general information developed by The Ottawa Hospital. It is not intended to replace the advice of a qualified healthcare provider. Please consult your healthcare provider who will be able to determine the appropriateness of the information for your specific situation.

*For further information please contact
your Social Worker:*

613-798-5555

Ext: 16061 or Ext: 16662

*Social Work/Discharge Planning
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LEVELS OF CARE FOR SENIORS

Social Workers Providing Helping Hands

This booklet outlines three levels of care to guide seniors in Ottawa and their loved ones make choices to remain safe and well.

- Care in Your Home
- Retirement Residence Living
- Long-term Care Homes

Resources, how to access them, and costs to consider are explained. A Social Worker can review the choices and options and answer any questions.

CARE IN YOUR HOME

Many seniors are able to manage quite well in their own homes with the added support of community services and home healthcare. There are community support centres in the Ottawa area that provide services for a fee and others that are government-sponsored. There are also many private companies that provide similar services. Many of these services can also be accessed by people who live in retirement residences.

Who benefits:

Seniors who live in their homes or retirement residences, whether they are active and independent or require daily assistance.

How to access:

Accessed directly by the individual in need, the family, or a health care provider.

- **Community Senior Centres** (see list at back) provide services to local residents in their catchment area for a reasonable fee (areas have boundaries to meet all the needs of Ottawa and area residents – contact should be made with the local centre).
- **The Champlain Community Care Access Centre (CCAC)** can be accessed by speaking to an intake worker at 613-745-5525.
- **Veterans Affairs Canada (VAC)** can be accessed by calling 1-866-522-2122 (for war veterans).
- **Subsidized Home Help through the City of Ottawa** can be accessed by calling 613-560-0618 ext. 25778.
- **Private organizations** can be called directly.

Wait lists:

- Community services are generally organized quickly.
- An assessment in the home is often completed first.

Services provided:

Services offered in the community include assistance with house cleaning, home maintenance, meal preparation, personal care, respite care, companionship, nursing services, caregiver support, meal delivery services, foot care, etc.

- **Volunteer services** include friendly visiting, transportation to medical appointments, grocery bus, daily telephone assurance, etc.
- **Champlain CCAC** provides limited free services in the home including assistance with personal care, respite, and nursing care, as well as specialized services from professionals such as Physiotherapists, Social Workers, Dietitians, and Occupational Therapists.
- **VAC** may sponsor certain support services in the home for war veterans (i.e. house cleaning, home maintenance, meals, equipment, etc.).

Cost:

Costs vary depending on the organization.

- **CCAC** provides limited services without direct cost to the client.
- **Community Senior Centres** have reduced rates in comparison to private for-profit organizations.
- **Private insurance and benefit plans** may help cover costs as well.

RETIREMENT RESIDENCE LIVING

Ottawa offers a large number of mainly private retirement residences for active and independent seniors wanting support. Residences vary greatly in terms of quality, size, level of care offered, and cost. They often have a more “home-like” atmosphere and residents are usually encouraged to bring their own furnishings. Level of care offered ranges from minimal assistance to full assisted living services. Retirement residences are not regulated under legislation, but many homes have chosen to belong to organizations such as ORCA (Ontario Residential Care Association) which accredit them on a regular basis (www.orca-homes.com).

Who benefits?

- Those wishing further support than can be offered at home
- People requiring a degree of physical or cognitive assistance and benefiting from 24-hour supervision and assistance as needed

How to access:

- Admission is organized privately with the residence by the individual or family.
- Medical information from the Family Physician is often required.

Wait lists:

- Can often be organized quickly, although a number of residences have lengthy wait-lists (especially for specialized services including dementia floors, etc.).

- Many residences have available rooms for short-term stays that can be organized quickly as needed for respite or convalescence.

Services Provided:

- Basic services generally include meals, housekeeping, laundry, social activities, and 24-hour staffing.
- Added services may include medication management, assistance with personal care and other assisted living services (there is usually additional charges for assisted living services).
- Outings into the community are often included.

Accommodation:

- Single rooms, private apartments, and one or two bedroom suites with kitchenettes are often available.
- A few residences offer subsidized rooms that are usually shared.

Cost:

Most retirement residences are not funded and are private organizations (prices are generally more expensive than long-term care homes).

- Prices vary by residence, room type, size, and services offered.
- Assisted living services are charged as extra.
- Prices may vary from \$1400-\$6000 a month.
- Subsidies are available for those who qualify through the City of Ottawa's Supported Living Services (613-560-0622 ext. 26586). Only selected residences offer subsidies.
- Daily rates are available for short-term stays (\$50-125/day).

LONG-TERM CARE HOMES

Long-term Care homes (otherwise known as “nursing homes”) offer 24-hour nursing and personal assistance to residents as needed. Individuals requiring long-term care are generally quite dependent on others for daily assistance. There are 28 long-term care homes in the Ottawa area providing a place to live permanently or for short-term stays.

Who benefits?

- People requiring a high degree of physical or cognitive assistance and whose needs cannot be met at home or in a retirement residence.
- Seniors who require assisted living services may apply to long-term care if they are unable to pay for a retirement residence and do not qualify for a subsidy.
- Seniors must meet eligibility criteria determined by a Case Manager at the Champlain Community Care Access Centre (CCAC).
- A medical and functional assessment are required to apply.

How to access:

A referral to the Champlain CCAC (613-745-5525) is necessary and anyone can initiate a referral including the individual, the family, or a health care professional in the community or from Hospital.

- From home, CCAC would complete the application.
- In hospital, CCAC and the Social Worker would complete the application together.

Wait lists:

If immediate admission is necessary, choices are limited but everyone can make 3 choices.

- The wait is short if you are identified as being in crisis, but you will need to accept the first available long-term care bed and later move to one of your choices when there is a bed available.
- When waiting in Hospital, patients are expected to take the first long-term care bed that is offered (and again wait for one of their 3 choices).
- From home, wait lists for admission can be several months to several years.

Services provided:

- Meals, housekeeping, laundry, nursing services (provided by health care professionals), assistance with personal care (bathing, dressing, feeding, etc.).
- Professional assistance such as Physiotherapy, Social Work, Dietitian, etc. may be offered.
- Social activities and outings.
- Short-term respite stays may also be organized with the Champlain CCAC (up to 90 days/year).

Accommodation:

- Ward, semi-private, or private rooms are available.
- Floors may be organized by level of cognitive or physical needs (i.e. secure floors).

Cost:

- Long-term care homes are funded by the Ministry of Health and Long-term Care and residents pay a co-payment.
- Costs are standardized and government controlled based on room type (Ward: \$1578.02, Semi-Private: \$1821.35, Private: \$2125.52 – February 2009).
- Subsidies are available for ward rooms only.
- Veterans Affairs Canada may subsidize rooms for war veterans.

SENIORS CENTRES IN THE OTTAWA AREA

Abbotsford House 950 Bank Street	613-230-5730
Cumberland Home Support 1515 Tenth Line Road	613-834-9195
Eastern Ottawa Resource Centre 2339 Ogilvie Road, Gloucester	613-741-6025
Nepean Seniors' Home Support 3865 Richmond Road	613-829-1133
Olde Forge Resource Center 2730 Carling Avenue	613-829-9777
Ottawa West Community Support 1137 Wellington Street	613-728-6016
Rideau Seniors' Center 1138 Clapp Lane, Manotick	613-692-4697
South-East Ottawa Center 1355 Bank Street	613-737-5115
The Good Companions 670 Albert Street	613-236-0428
Township of Osgoode Home Support P.O. Box 104, Metcalfe	613-821-1101
Western Ottawa Community Centre 2 MacNeil Court, Kanata	613-591-3686

For a list of private agencies, see the Yellow Pages of the phonebook under "Home Health Care Services" and/or "Nurses".

