



HEALTH SERVICES DEPARTMENT LONG TERM CARE & SENIORS BRANCH

[AD-0102-00](#)

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Application: Centre and Community		Day 27	Mth 03	Year 06

Mission

Our mission is to promote the health, well-being, safety and independence of our clients.

Vision

To be recognized as leaders in the development and delivery of long term care programs through the provision of quality services that promote the health, well-being, safety and independence of individuals requiring long term care.

Philosophy and Values

We believe in a client-focused approach to care which recognizes the individual client as a unique person, builds care around his or her specific needs and desires, cultural diversity as well as promoting the strengths and abilities of the individual.

We believe in a continuum of care delivered by an Inter-disciplinary Team, which effectively utilizes available resources in order to maximize the physical, social, intellectual, spiritual and emotional potential of the clients, prevents illness and which promotes and fosters health, quality of life, client safety dignity, independence, and self-esteem.

We believe that our clients have a right to access and choose services and programs which will assist them in achieving a full and productive lifestyle. The Residents' Bill of Rights, as defined by legislation, shall be promoted and respected.

We believe that it is essential that clients, staff, volunteers and students participate in the decision-making process in order to promote and nurture quality of life and self-esteem, achieve maximum operational efficiencies, foster job satisfaction, creativity and effectiveness.

Community Served

The Facility Program provides care and services to persons 18 years of age and older eligible for placement in a Long Term Care Centre in accordance with Provincial Legislation. Special emphasis is placed on meeting the needs of difficult to serve/hard to place individuals with heavy, complex care requirements and on individuals who endure a high degree of cognitive or psychiatric impairment, requiring a protected secure environment.

Community and Outreach services are also provided to frail at risk individuals and or their caregivers who reside in The Regional Municipality of York and surrounding areas.

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Services Provided

The provision of quality care measured by predetermined standards and criteria which meets the needs of the client and exceeds their expectations is the goal of all services and programs.

A comprehensive continuous quality improvement and risk management program is provided to ensure the provision of high quality care and services. Predetermined standards include consideration of; clinical based evidence, best practises and benchmarking data. When planning and designing programs and services we review research, reports, demographics and determinants of health to ensure that we are meeting the needs of the defined community.

The LTC Centres are designed to meet the needs of clients requiring chronic, cognitive/dementia, psychiatric, convalescent, and palliative and respite care. The services provided include: nursing care, medical/dental care, social and recreational programs, volunteer programs, spiritual and religious care, social work services, dietary services, pharmaceutical services, restorative care and rehabilitative programs, convalescent care, educational services and respite care programs, housekeeping, laundry, maintenance, financial services and transportation services as well as specially designed units for the cognitively impaired.

The Centres provide offices, program space and support services for a number of community health and social service agencies including but not limited to: the Alternative Community Living Program, Client Intervention and Assistance Services, Regional Psychogeriatric and Mental Health Consulting Services, Whitby Mental Health Memory Clinic and Community Outreach Team, Public Health Infectious Disease Control Division, York Region Palliative Care Network, York-Durham Aphasia Centre and the York Region AIDS Committee and Support Centre. In addition, educational facilities, meeting rooms and the Library are made available and utilized extensively by community groups, social service organizations/agencies, local schools and colleges.

Community-based programs that assist in preventing/postponing the institutionalization of individuals who do not require the full services of a Long Term Care Centre are also provided. These include the Supportive Housing/ACL Program which provides personal support services and essential homemaking in permanent, residential settings, for frail and/or cognitively challenged older persons so they can stay in the community and remain independent. Support is available 24 hours a day, 7 days a week.

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Services Provided (cont'd)

Day Programs for clients with physical disabilities, cognitive impairments, acquired brain injuries and communication disorders, mental health needs and meal and recreational programs for isolated/at risk clients living in the community.

Outreach programs include the Regional Psychogeriatric and Mental Health Consulting Service (RPMHCS) and Client Intervention and Support Services (CISS).

The RPMHCS program provides expertise in behavioural management to long term care facilities and community support agencies in York Region, supporting staff and developing their expertise in dealing with clients with severe and difficult psychiatric and mental health disorders.

The CISS program provides professional social work services to vulnerable and at-risk seniors and persons with physical disabilities and/or their caregivers. Intervention and assistance can include, counselling and support to assist with finances, housing, advocacy, accommodation, accessing community services, bereavement issues, abuse situations and crisis intervention. These services are provided to clients in their own homes.

Short Stay Programs are available in both the facility and community programs. These programs provide relief for caregivers in the community through the provision of respite, convalescent care and vacation care.

Physical Environment

The Centres are multi-level long term care facilities operated by The Regional Municipality of York, through its Long Term Care & Seniors Branch within the Department of Health Services. The Centres provide a safe and comfortable environment conducive to the well-being of the clients. Recognizing the individuals' right to dignity, privacy and independence, the Centres strive to provide accommodation and services that promote a personally meaningful and self-fulfilling lifestyle. Environmental design within the Centre also places special emphasis on the development and maintenance of secure areas that protect those residents who endure a high degree of cognitive impairment and who are at risk to wander.

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Physical Environment (cont'd)

The LTC Centres provide landscaped and fenced therapeutic courtyards and grounds where clients can enjoy outdoor activities in a safe, supervised setting. To promote the client's development, interaction and socialization, the Centres provide Activation Rooms and Dining facilities on each nursing unit. In addition, there are Family Rooms, Smoking and Non-smoking Lounges, T.V. Rooms and small Library/Reading Rooms located on each unit. There is also a large auditorium, library/resource room, a Residents' Lounge/Bar and a Gift Shop/Cafe area for residents, their visitors and for community use. The LTC Centres meet or exceed current MOHLTC design standards and are both categorized as A category facilities.

Day Centres are located at the Maple Health Centre and at Keswick Gardens. The Day Centres provide a safe and comfortable environment conducive to meeting the well-being and independence of these clients. The Day Centres meet or exceed all current MOHLTC design and space requirements.

Client Centres are located at all six ACL/Supportive Housing locations. The Client Centres support staff functions and service delivery to ACL clients. The Client Centres have an attached respite care suite and provide short stay and convalescent care to clients.

Organizational Liaisons

The continuum of care is enhanced through a close relationship with Southlake Regional Health Centre, York Central Hospital, Markham-Stouffville Hospital, Toronto Rehab Institute and Whitby Mental Health Centre for medical consultation and assessments.

In addition, the Branch liaises with other LTC Facilities, Community Care Access Centre (CCAC) of York Region, York Region Alzheimer Society, York Region Public Health, York Region Emergency Medical Services, Central LHIN, ADAPT, Canadian Hearing Society, Canadian Mental Health Association, Multiple Sclerosis Society of Canada, York Region Housing Corporation, Local Fire Departments, Ontario Fire Marshall's Office, Local Service Organizations and Businesses, Accredited Educational Facilities, Hospice – Newmarket/Vaughan/King/Aurora, York Region Palliative Care Network, York/Durham Aphasia Centre, Community Home Assistance to Seniors, Ontario Association of Non-Profit Homes and Services for Seniors, Ontario Association of Resident Councils, Ministry of Health & Long Term Care, Professional Colleges, York Simcoe Ministries, Ontario Hospital Association, Canadian Healthcare Association and the Canadian Council on Health Services Accreditation.

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Scope and Limitations

The primary legislation that governs the Long Term Care Programs are the Long Term Care Facilities Statutes Law Amendment Act, the Homes for the Aged and Rest Homes Act and the Long Term Care Act. Policy direction is received from the Ontario Ministry of Health & Long Term Care, the Regional Municipality of York, the Health Services Department and the Community Advisory Board.

Funding is provided directly by the Provincial Government, The Regional Municipality, client revenue and through fund-raising efforts.

The LTC Centres have an approved operating level of 232 beds, a number of which are dedicated to short stay programs providing respite, convalescent and crisis care. Community based and outreach programs are delivered at six Supportive Housing sites and three Day Centres located throughout the Region.

Applications for admission are considered under the criteria established by the Long Term Care Facilities Statute Amendment Act and in accordance with the policies of the Branch. These policies define a resident as an individual requiring long term care, with the focus and objectives of restoring and/or maintaining his/her level of well-being and personal comfort. Most residents require extensive care, however, the residents' needs may range from two (2) to five (5) hours of care per day, with one or more diagnosed, stable chronic conditions.

Utilizing the Inter-disciplinary Care Team approach, clients are encouraged to maintain and/or improve their capabilities and to function at their optimal level. In addition, to foster a normal and meaningful life-style, residents are encouraged to participate in activities outside the Centre.

Should a level of care beyond the centre's resources become necessary, by virtue of the need for acute medical, psychiatric and/or extensive restorative care, discharge or transfer to a more appropriate centre would be arranged.

Community and day program applicants are considered under criteria established by Provincial admission protocols. A health insurance number is a prerequisite for eligibility for all LTC programs and services.

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Human Resources and Education

Staff and volunteers are recognized as our most valuable resources and, as such, we are committed to providing opportunities for their professional and personal growth. A participatory management style is practised and encouraged.

We place a great deal of importance on the personal and professional development of residents/clients, staff and volunteers. Attendance at internal and external educational programs is encouraged.

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