

CONTINUUM OF CARE:

FROM INDEPENDENT



to DEPENDENT

CARE NEEDS

INDEPENDENT



IN OUR OWN HOME

(Aging in place)

with or without **SUPPORT**
from family and friends

and/or from

ONTARIO HEALTH atHOME
(with a valid Ontario Health Card)

ontariohealthathome.ca
Call Niagara Office: 905-684-9441
or toll-free: 1-800-810-0000
Provincial Office: 310-2222
(No area code required)

and/or with
**ADDITIONAL or
SHORT-TERM SUPPORT**
from Regional, Community or private
Support Services (FOR A FEE).
(*Examples below)

See back page for Branch website at
www.rwto.org for Retirement and Long-
Term Care (LTC) Homes in Niagara

INCREASING NEEDS



AT HOME/ RETIREMENT HOME with INCREASING SUPPORT

from

ONTARIO HEALTH atHOME
(with a valid Ontario Health Card)

ontariohealthathome.ca
Call Niagara Office: 905-684-9441
or toll-free: 1-800-810-0000
Provincial Office: 310-2222
(No area code required)

and/or with
ADDITIONAL SUPPORT
from:

- Retirement Home (if available)
- Regional, Community or private
Support Services (FOR A FEE).
(*Examples below)

See back page for Branch website at
www.rwto.org for Retirement and Long-
Term Care (LTC) Homes in Niagara

ESCALATING



AT HOME/ RETIREMENT HOME with ESCALATING SUPPORT

from

ONTARIO HEALTH atHOME
(with a valid Ontario Health Card)

ontariohealthathome.ca
Call Niagara Office: 905-684-9441
Provincial Office: 310-2222

ROLE OF THE CARE COORDINATOR

- assesses health care needs
- determines eligibility for support
- develops Patient Care Plan
- makes referrals for services In-
Home/ Retirement Home
- may make referrals to
Community program/ services
- assists with the process of LTC
applications, admission, waitlists

**A CLIENT may self-refer for
ADDITIONAL SUPPORT**
from:

- Retirement Home (if available)
- Regional, Community or private
Support Services (FOR A FEE)
(*Examples at left)

See back page for Branch website at
www.rwto.org for LTC and
Retirement Homes in Niagara

DEPENDENT



IN LONG-TERM CARE (LTC) HOME with **FULL SUPPORT**

ontariohealthathome.ca
Niagara Office: 905-684-9441
or Provincial Office: 310-2222

For LTC Admission, an Ontario
Health atHome Care Coordinator will
have:

- assessed care needs
- determined LTC eligibility/waitlists
- provided applications for up to 5
LTC Homes (or more, if in Crisis).

LTC co-payments are annually adjusted
(Resident's contribution toward meals
and accommodation)

NOT-FOR-PROFIT LTC HOMES

- Regional (Niagara Region owned)
- Charitable/Non-Profit

FOR-PROFIT LTC HOMES

- Operated by Chains and
Individual Companies

PALLIATIVE CARE

- At Home, Hospice or Hospital
- Hospice Niagara: 905-984-8766

See back page for Branch website at
www.rwto.org for LTC Homes in Niagara

*Examples of Support Services Privately Hired (For A Fee) In Niagara
Insurance coverage may be applicable.

CarePartners	905-680-1818
Happy in my Home (Community Support Services of Niagara)	905-682-3800
Hauser's Support Services	1-844-447-4757
Just Like Family Home Care Niagara	905-397-4272
Right at Home Care - Niagara	1-855-983-4663
Sandra's Home Health Care	289-213-3431
Visiting Angels	905-685-4242
HOSPICE NIAGARA- Programs/Services Free of Cost	905-984-8766

Check for availability of Respite Care support.

Helpful Terms and Resources

ONTARIO HEALTH atHOME: OntarioHealthatHome.ca
Provincial: 310-2222; Niagara Office: 905-684-9441
or toll-free: 1-800-810-0000 (149 Hartzel Rd, St. Cath.)
Formerly, Home and Community Care Support Services.
Coordinates local services and LTC admissions.

A Care Coordinator:

- assesses health needs & service eligibility
- access to support at home/Retirement Home
- may refer to Community programs/services
- assists with LTC applications, admission, waitlists

Health; Residential; Seniors; Support Programs:

- www.hnhbhealthline.ca: (HNHB)
For Hamilton, Niagara, Haldimand, Brant
- www.thehealthline.ca: For ALL Provincial areas

HOME CARE: maintaining independence and quality of life by remaining at home/Retirement Home with medical, personal care or home care support from Ontario Health atHome, Regional or private services.

A Guide to Programs and Services for Seniors in Ontario: www.ontario.ca/SeniorsGuide

RETIREMENT HOMES: privately-owned; admission accessible directly, if requiring minimal daily care; may offer Assisted, Enhanced or Progressive Care.
www.rhra.ca/en/retirement-home-database

LONG-TERM CARE HOMES (LTC): supports complex needs that cannot be met at home; apply for up to 5 LTC Homes (more, if in crisis) via a Care Coordinator. Ministry of LTC funds and regulates LTC Homes.

ontario.ca/long-term-care Choosing, paying, applying, and living in LTC Homes. Visit in Person!

LTC Family Support/Action Line: 1-866-434-0144
To report an urgent problem about LTC/supports.

<https://patientombudsman.ca> 416-597-0339

Assistance available, after first voicing resident concerns at Homes without results.

www.ombudsman.on.ca 1-800-263-1830 Reports; recommendations.

Sample Visit Checklist:

- ☐ costs; LTC co-payments
- ☐ secure building 24/7
- ☐ staffing (ratio/coverage)
- ☐ nursing coverage 24/7
- ☐ medication administration
- ☐ blood pressure
- ☐ diabetic monitoring
- ☐ personal care (hygiene, incontinence, oral care)
- ☐ daily/nightly wellness checks (as needed)
- ☐ daily, varied menus, rotation; special diets
- ☐ mealtime reminders
- ☐ daily room cleaning
- ☐ laundry schedule
- ☐ activities & clubs (addressing social, physical, emotional, spiritual needs)
- ☐ reminders of activities and outings
- ☐ dementia care
- ☐ length of waitlists
- ☐ Assisted, Enhanced or Progressive Care

Time to prepare a "Start-up Plan"!

- ☐ Ensure that your Ontario Health card is current: ServiceOntario (1-800-267-8097).
- ☐ Click on: www.rwto.org. Go to Branch; St. Catharines; Issues and Concerns.
 - Continuum of Care Start-up Planning Guide
 - Retirement Homes by Area in the Niagara Region
 - Long-Term Care Homes by Area in the Niagara Region
 - RWTO/OERO Connections, Issues and Concerns: Mar./24, Dec./23 & Sept./23
 - www.rwto.org; Branches; Branch Resources; Social Justice Resources – CARP.
 - ontariohealthathome/document/guide-to-placement-in-long-term-care-homes
 - ontario.ca/long-term-care Choosing an LTC Home; Resources: LTC Checklist
 - rhra.ca/en/retirement-home-database Compare accommodations, size, services.
- ☐ PREPARE your personal checklist for VISITS to Retirement or LTC Homes

Retired Women Teachers of Ontario/
Organisation des enseignantes retraitées de l'Ontario
RWTO/OERO,
St. Catharines Branch, Area 13



OUR CONTINUUM OF CARE Start-up Planning Guide

Caring, Sharing and Preparing

RWTO/OERO, St. Catharines Branch
Issues and Concerns Convenor, 2024