2015 Domiciliary Program
Standards and Operational Procedures
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1.0 INTRODUCTION

1.1 SIMCOE COUNTY PROFILE

Simcoe County is a large geographic area comprised of a mix of urban and rural areas with a population of approximately 450,000 people (Statistics Canada, 2011 census). In recent years, Simcoe County has undergone a significant increase in population, particularly in the more urban areas of the County. From 2006 to 2011, the population of Simcoe County increased by 5.7%, the same growth rate as the province of Ontario (Statistics Canada, 2011 census). It is anticipated that this accelerated rate of growth and urbanization will continue. Over the next 20 years, Simcoe County’s population is expected to increase to 667,000 by the year 2031 (Places to Grow, 2008). This is an increase of 50% from the 2011 population.

The County of Simcoe does not directly operate any domiciliary residential homes. Presently, the County of Simcoe contracts with 10 service providers for the provision of services through a purchase of service agreement.

Domiciliary residential homes are located in both large urban and remote settings throughout Simcoe County. Three residential homes are located within the City of Barrie; two are within the City of Orillia; and the remaining five are located in other areas of Simcoe County. In total, the County of Simcoe allocates funding for approximately 181 beds for eligible residents. The 2014 operating budget for
the Domiciliary Program was $1,136,427.00.

The County of Simcoe is committed to ensuring that domiciliary services are delivered in ways that help people access permanent housing and support services. These services are to support individuals who are homeless or at-risk of homelessness that require assistance with activities of daily living and are not able to live independently. The program aims to promote independence and personal choice while respecting diversity, and ensuring public value for public funding. Overall, the Domiciliary Program is an important component of the housing stability continuum in Simcoe County for vulnerable populations.

1.2 PURPOSE FOR STANDARDS

This document provides program guidelines and best practice approaches to ensure an accountability framework for contracted service providers to help address and reduce homelessness by improving access to adequate, suitable and affordable housing that is linked to flexible support services for those requiring this type of housing option. The County of Simcoe has a responsibility on behalf of the residents to ensure that domiciliary residential homes meet Ministry of Municipal Affairs and Housing (MMAH) standards as described in the Community Homelessness Prevention Initiative (CHPI) program guidelines dated November 2012 and revised effective April 1, 2015 to include the new Standards Framework. The initial scope for developing and then revising these standards and operational guidelines over the last several years has been based on the following:

- Notes from the Ministry of Community and Social Services audit conducted at the County of Simcoe on June 20th and 21st, 2005
- Recommendations from the 2001 Annual Report of the Provincial Auditor of Ontario Report Section 3.04-Support to Community Living Programs
- Ongoing internal focus group discussions with County of Simcoe case workers who screen and assess clients for the services
- Yearly Service Provider site visits during which risk management, quality management, residential
services and contract performance issues are reviewed

- Compliance review meetings undertaken in 2006 with the Ministry of Community and Social Services (MCSS) pertaining to the 40 provincial categories for new and on-going local Domiciliary Hostel programs

- Review of the new funding model including Domiciliary Hostel services under the new Consolidated Community Homelessness Prevention Initiative (CHPI) transferred in 2013 to the Ministry of Municipal Affairs and Housing (MMAH)

- Review of Housing and Homelessness legislative changes, along with other legislative changes such as the Home Retirement Act, 2010

- On-going focus group discussions with domiciliary providers, external agencies, and community partner services that are providing concurrent services to residents at a domiciliary residential home

- Consideration pertaining to recommendations one to nine of the Office of the Chief Coroner inquest dated July 23, 2013 into the death of Aron James Firman

- Amendments to the Community Homelessness Prevention Initiative (CHPI) program guidelines effective April 1, 2015 pursuant to Article 8 of the January 1, 2013 Service Agreement between the Ministry of Municipal Affairs and Housing (MMAH) and the County of Simcoe to amend the Housing with Related Supports section to include the new Standards Framework.

- The New Standards Framework consisting of eight Provincial categories have been reviewed, and incorporated into the County of Simcoe’s 2015 Domiciliary Program Standards and Operational Procedures and compose the training and operational manual for this program.

The alignment of this new Standards Framework consisting of the eight Provincial categories with the 2015 Domiciliary Program Standards and Operational Procedures manual will assist the County’s administrative staff and service providers to:

- Evaluate on-going measurable service expectations and access resources to achieve these measures
• Monitor service progress and contract compliance against measurable service expectations
• Implement continuous improvements for contract monitoring, billing, reporting, and client services
• Ensure understanding of roles and responsibilities between service providers and the County of Simcoe.

1.3 PROGRAM VALUES

Traditional domiciliary services in Simcoe County have targeted seniors at risk for homelessness or economically disadvantaged seniors who require assistance with activities of daily living. The program delivery model has been to contract with retirement homes and/or rest home operators, some of whom are also licensed as Homes for Special Care, and therefore adhere to program and administrative guidelines defined by the Ministry of Health and Long-Term Care in its document, “Home for Special Care” November 2011 program guidelines.

The mandate for the Domiciliary Program is to provide permanent housing with limited supports for the vulnerable adult population who are 18 years of age and over, and who do not require specialized care or long-term care. In addition, the program provides temporary shelter for this population while waiting for other placements such as long-term care or stable employment re-entry as part of an individual’s rehabilitation goals. Service providers ensure continuity with activities of daily living for domiciliary residents. The goals of the program are:

• To focus on residential needs of individuals in the program
• To enable residents to obtain a quality of life that supports healthy living and supports individual rehabilitation goals
• To integrate in-house supports and services with community-based health and social services in helping residents receive the services they require.

1.4 FRAMEWORK FOR OPERATIONAL STANDARDS AND REGULATIONS

This document is designed to provide a comprehensive approach to managing, evaluating, and ensuring contract compliance among domiciliary providers.
In addition, this document highlights key administrative standards and procedures required to effectively deliver domiciliary services to a resident from admission into this system of care through to discharge.

To apply, potential service providers must review Appendix 9 and complete the application found in Appendix 10 of this document to be eligible for further consideration. The County of Simcoe may contract with retirement homes, rest homes, or residential care settings for the provision of domiciliary services.

With respect to retirement homes, the Province of Ontario’s Retirement Home Act, 2010 administered through the Ontario Retirement Homes Regulatory Authority (ORHPB) licenses and regulates the operations of retirement homes. The Retirement Home Act, 2010 does not override or affect any rights or obligations that a tenant or landlord has under the Residential Tenancies Act, 2006. Licensed retirement homes that meet compliance with the Ontario Retirement Home Regulatory Authority (ORHRA) and are accredited by the Ontario Retirement Community Association (ORCA) are eligible to apply and be considered for potential funding under a domiciliary service Agreement with the County of Simcoe. The Ontario Retirement Communities Association (ORCA) is a voluntary non-profit accreditation agency that sets standards, inspects and accredits retirement or rest homes. The Ontario Retirement Communities Association (ORCA) membership is contingent on successfully meeting criteria established by their Standards Evaluation Program. Based on an independent evaluation, an organization is awarded an accreditation when it can demonstrate professional residential care standards.

Other types of care facilities which are not part of the Retirement Home Act, 2010 and wish to operate as a domiciliary service provider for the County of Simcoe must pass municipal building codes, fire codes and public health regulations before being considered by the County of Simcoe. In some instances this type of facility must also register for a business license. As well, private owners and/or non-profits may not override or affect any rights or obligations that a tenant or landlord has under the Residential Tenancies Act, 2006.
The Ministry of Health and Long Term Care operates Home for Special Care Program, a provincially regulated Act specific to and providing long-term and permanent residential care for individuals discharged from Provincial Psychiatric Hospitals who require supervision or assistance with daily living activities. In many residential facilities both the County of Simcoe Domiciliary Program and Homes for the Special Care program are offered.

The Homes for the Special Care program guidelines encourage community living by offering housing alternatives through approved operators that follow provincial standards as defined by this Act. The November 2011 “Home for Special Care Program” sets out the following key operational areas that operators are evaluated and monitored upon:

- Physical Environment & Health and Safety Issues
- General Health
- Tenant Lifestyle

Daily Living

- Life Skills, Social & Recreation Programs
- Community Networking

Administration

- Invoicing
- Licensing
- Resident Admission, Absence, Transfer, Departure, Death
- Staffing Duties and Training
- Record Keeping / Confidentiality Reporting

Emergencies

- Natural Disasters, Evacuation and Health Emergencies
- Abuse Policies and Incidence Reporting Procedures

In 2006, the Ministry of Social and Community Services (MCSS) revised the Domiciliary Hostel Program Framework to include provincial expectations with identifiable standards intended to clarify, strengthen, and support municipalities in their role in the delivery of domiciliary programs throughout the province. This framework identified 40 specific standards grouped under the following areas:
• **Program Administration** - Standards to address accountability within the domiciliary hostel program

• **Hostel Operations** - Standards to ensure the provision of a safe living environment for tenants subsidized under the program

• **Hostels Supports** - Standards to ensure the provision of support for tenants subsidized under the program.

The above categories were incorporated in the initial 2006 County of Simcoe Domiciliary Care Standards and Operational Procedures, and have been used for compliance monitoring and measuring program fidelity since 2006.

These standards will be replaced with the Ministry of Municipal Affairs and Housing (MMAH) new Standards Framework consisting of eight Provincial categories that will be effective April 1, 2015 for all Consolidated Municipal Service Managers (CMSMs) continuing to administer the former Domiciliary Hostel program formerly with the Ministry of Community and Social Services (MCSS) standards.

These eight Provincial categories along with definitions to support local standards and operational procedures are:

1. **Eligibility**: Service Managers must establish standards that define the tenant eligibility criteria and intake process

2. **Staffing**: Service Managers must establish standards for the minimum qualifications of staff and volunteers, staff/volunteer levels, staff/volunteer conduct and staff/volunteer training

3. **Insurance and Monitoring**: Service Managers must establish standards for insurance coverage and standards for regular monitoring of the housing provider to ensure compliance with local standards

4. **Conflict Resolution, Complaints Process and Reporting**: Service Managers must establish standards for conflict resolution and complaint processes, and report of serious incidents

5. **Rights and Responsibilities**: Service Managers must establish standards for tenant and landlord rights and responsibilities, including tenancy agreements, tenant confidentiality and privacy, and management of tenant files and other documentation

6. **Physical Safety, Health and Well-Being of Tenants**: Service Managers must establish standards for tenants’ physical health, safety and well-being, including medication storage and/or management

7. **Provision of, or Access to, Activities and Support Services**: Service managers must establish standards for the provision of, or access to, activities and support
services for tenants (both within the housing and the community)

8. Monthly Allowance for Personal Use; Service Managers must establish standards for the management of the monthly allowance for personal use for tenants.

All these eight Provincial categories are addressed in the various Sections of this document and support a comprehensive framework to address a local Domiciliary Program.

2.0 CONFIDENTIALITY, PRIVACY ACTS AND CODES OF CONDUCT

2.1 COMPLIANCE WITH ONTARIO’S HUMAN RIGHTS CODE

The County of Simcoe values diversity and the importance of upholding this value in the delivery of human services. All domiciliary service providers are expected to comply with Ontario’s Human Rights Code, which prohibits discriminatory practices because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same sex partnership status, family status, receipt of public assistance or disability. The County of Simcoe expects all domiciliary service providers to have a written Human Rights policy that is used to orient staff/volunteers and notify residents of this right, which may also be posted in the facility.

2.2 SUBSTITUTE DECISION-MAKER

The Substitute Decision Act, Power of Attorney Act and the Health Care Act give legal obligation for an attorney or a substitute decision-maker to follow the direct wishes or instructions that an incapable person gave while they were capable for either their personal care or personal property. Domiciliary service providers are often placed in a position to act on behalf of their residents, and County of Simcoe domiciliary case workers are often faced with power of attorney documents that they must review to ensure accountability to the resident receiving the domiciliary services. Retirement and/or rest homes are tenancies and are referred to as “Care Homes” under the Residential Tenancies Act, 2006. However many privately owned or non-profit operators are given
consent by their residents to assist in areas of personal care, and granted trusteeship for personal care and/or property. Both Domiciliary service operators and County of Simcoe Domiciliary case workers need to be familiar with the following types of legal documents:

A **General Power of Attorney** is a legal document by which a mentally capable person appoints someone to act on their behalf. It may be used for a specific period of time or for a specific transaction. It becomes null and void if the person who has signed it becomes mentally incapable. The General Power of Attorney is limited in its scope and use.

A **Continuing Power of Attorney for Property** is a legal document by which an individual gives someone else the authority to make financial decisions on their behalf while they are mentally capable and/or to act on their behalf if they become incapable of making financial decisions.

A **Power of Attorney for Personal Care** is a legal document by which an individual gives someone else the authority to make personal care decisions on their behalf if they become incapable of making personal care decisions. This document may also include instructions and wishes for treatment decisions. These instructions and wishes for treatment decisions may also be documented in a Living Will or Advance Health Care Directives.

A **Power of Attorney** is a legal document by which an individual is appointed, or given power to act on one’s behalf. Attorney is the name given to the person that is appointed. Sometimes this type of Attorney is also referred to a Substitute Decision-Maker. Both the Substitute Decision Act, 1992 and the Health Care Consent Act give the Attorney or Substitute Decision-Maker the legal obligation to follow any wishes or instructions that an incapable person gave while they were capable.

### 2.3 PERSONAL HEALTH INFORMATION PROTECTION ACT

Personal Health Information Protection Act (PHIPA) applies to domiciliary services providers because personal health information is collected, used and disclosed by designated staff/volunteers,
and because domiciliary service providers will need to communicate personal health information with the County of Simcoe domiciliary case workers and other 3rd party health custodian.

Personal health information collected both orally or in writing shall only be used for administrative purposes to assess and verify admission into the domiciliary service and for the on-going eligibility of the resident. Financial information, along with personal health information and consent will be collected, used, stored, and disclosed to assess eligibility and admission to domiciliary services.

Resident files maintained by service providers shall be made available to the County of Simcoe domiciliary program staff for review. Resident complaints about possible violations of the PHIPA as well as the investigation process and procedures shall be documented. Domiciliary service providers shall disclose personal health information to another person conducting an audit for purposes of verifying resident eligibility to services, verifying claims for payment, reviewing an application for accreditation, or reviewing an accreditation.

2.4 MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

The Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) shall allow a resident the right to request access to all or part of their record. The Act also allows for corrections be made to the record. A request to review a record can be refused if in compelling circumstances disclosure of the information would negatively affect the health or safety of an individual. All clients may request access to their files. A written notice is forwarded to the County of Simcoe’s Clerks office requesting access to the file.

3.0 OPERATIONAL PROCESSES

3.1 ELIGIBILITY

Service providers are responsible for screening and placing a resident into their particular home. Referrals for placement come from a variety of sources including:
hospital discharge planning departments, correctional services, residential facilities, Community Care Access Centres, Ontario Works, Ontario Disability Support Program, physicians, families and friends. All service providers will make every attempt to serve individuals either by direct service or by providing referrals to other community resources. With due consideration to the Ontario Human Rights Code, Rights for Persons Having Legal Capacity, and the Personal Health Information Protection Act, eligibility for the County of Simcoe domiciliary program is based on the following criteria:

- The applicant must be at least 18 years of age, and
- The applicant must require assistance in activities of daily living, and
- The applicant must demonstrate financial need as defined by a monthly income of less than $1,612.25 (based on a 31 day month) and assets remain under $6,000. These financial thresholds must remain in effect to ensure ongoing eligibility.

Residents in receipt of Ontario Works or Ontario Disability Support Program benefits would be eligible if they meet all three criteria above. Once eligibility is screened and pre-admission information is collected, recorded and disclosed to the County of Simcoe domiciliary case worker, the resident is immediately admitted to the program’s priority wait list (if applicable) to determine subsidy (per diem) and Personal Needs Benefit (PNB) funding.

Residents currently funded under the Homes for Special Care program do not qualify for domiciliary services. The Homes for Special Care program provides long-term and permanent residential care to persons discharged from Provincial Psychiatric Hospitals and who require supervision or assistance with activities of daily living.

This Ministry of Health and Long Term Care under this program encourages community living by offering a housing alternative to institutional care and provides operators licensed under the HSC Act with per diem subsidy and a personal needs allowance funding for their residents. In many situations both Home for the Special Care and Domiciliary program are provided within the same residential facility.
3.2 ADMISSION AND RESIDENT FILE DOCUMENTATION REQUIREMENTS

The County of Simcoe domiciliary case worker will prepare and maintain a detailed resident file consisting of the following information:

- A copy of the completed application form, Part 1 Financial Assistance
- Correspondence relating to admission and/or other communications directly to the resident re: intake form
- A copy of the approval letter for admission to the Domiciliary program to the resident and operator
- Consent to Disclose Personal Health Information pursuant to the Personal Health Information Protection Act 2004 (PHIPA) form signed by the resident
- Birth Certificate (photo-copy)
- Ontario Health Card (visual acknowledgement verification only)
- Social Insurance Number Card (visual acknowledgement verification only)
- Indian Status Card if applicable
- Landed Immigrant Record if applicable
- Banking Information and Consent to Disclose and Verify Information
- General Power of Attorney and/or Continuing Power of Attorney for Property legal documents (if applicable)
- Power of Attorney for Personal Care legal document highlighting the individual authorized to make personal care decisions (if applicable)
- Canadian Pension Plan Authorization to Communicate Information Consent Form ISP-1606-00E
- Ministry of Community and Social Services Consent to Disclose and Verify Information under the Ontario Works Act 1997, Ontario Disability Support Act, 1997 and the Family Benefit Act Forms 7730-0985, and 7730-2999
- Documented verbal and/or signed consent, and consent to release information between Service Providers, family members and guardian
- Pre-paid funeral documents (if applicable)
The above resident information will be filed with the County of Simcoe Social and Community Service Division. All resident files will be maintained in a secure manner, ensuring that the proper consents have been signed and that privacy and health related information is protected in compliance with PHIPA and MFIPPA. All resident documentation will be reviewed and/or updated each year as part of the County of Simcoe re-documentation procedures.

Once the resident is determined to be eligible for financial assistance, the resident shall be notified in writing. A letter will also be issued to the operator confirming the decision, with no personal identifying information being disclosed about the resident’s assessment information. If the resident is not determined to be eligible for the financial assistance, the resident shall also be notified in writing. In both cases a letter will also be issued to the operator confirming the decision, with no personal identifying information being disclosed about the resident’s assessment information. A copy of letters will be placed in the resident’s file at the County of Simcoe.

The domiciliary service provider will maintain at minimum:

- Admission information
- Resident’s goals
- Follow-up progress notes
- Discharge information.

Resident’s goals and follow-up progress notes shall be made accessible to domiciliary case workers upon request in order to assess admission and on-going eligibility for the domiciliary services.

Discharge information will include:

- Discharge date
- Reason for discharge
- Discharge plan.

All discharge information will be forwarded to the County of Simcoe domiciliary case worker for review and possible follow-up with the service provider. Discharge information should be communicated in a timely manner to the County of Simcoe case workers.
3.3 PER DIEM SUBSIDY AND PERSONAL NEEDS BENEFIT (PNB) ALLOWANCE

Residents who have met the eligibility criteria and are admitted will be entitled to the per diem subsidy and Personal Needs Benefit (PNB) that is payable to the operator through the County of Simcoe. A resident, once admitted to the program, is required to pay 100% of his or her income to the operator. The service provider is responsible to ensure residents meet this obligation and should have in place policies and procedures that are explained to residents once admitted. In addition, the service provider shall have documented policies and procedures to ensure administration of the PNB.

Care and attention must be exercised when calculating the monthly subsidy and PNB allowance amounts that are due to the operator and resident. From time to time, an operator and/or resident who has been assessed as eligible and has been admitted to the program may not receive subsidy for a particular month. This usually occurs when the resident’s income exceeds the total per diem subsidy allowance for a given month. A resident’s income shall not exceed $47.75 per day (based on a monthly calculation) plus the $138 PNB allowance allowed in order for the operator and resident to be eligible to receive remuneration. Residents would also have their PNB allowance adjusted if income levels exceed this monthly calculation. The following are examples of how the per diem subsidy and PNB allowance are calculated:

1) *June per diem*

   \[(30 \text{ days} \times \$47.75) = \$1,432.50\]

   *June income from the resident= $1,432.50*

   In this example, the operator would not be entitled to a subsidy and the resident would be eligible for the $138.00 PNB allowance. The County of Simcoe would issue a PNB allowance payment to the operator who shall in turn pay the PNB allowance amount to the resident.

2) *June per diem*

   \[(30 \text{ days} \times \$47.75) = \$1,432.50\]

   *June income from the resident= $1,496.50*

   In this example, the operator would not be entitled to a per diem subsidy, and the resident would be eligible for a PNB allowance of $74.00 subsidized by the County of Simcoe. This is calculated by
subtracting the per diem amount from the resident’s income ($1,496.50 - $1,432.50 = $64.00), and then subtracting the available income balance from the PNB allowance amount ($138.00 - $64.00 = $74.00). The operator will ensure that the $74 PNB allowance balance from the County of Simcoe is paid to the resident.

3) August per diem
   
   \[
   (31 \text{ days} \times 47.75) = $1,480.25
   \]

   August income from the resident = $1,100

   In this example, the operator would be entitled to $380.25 ($1,480.25 - $1,100.00 = $380.25), in subsidy and the resident would be eligible for a PNB allowance of $138.00 made payable to the operator by the County of Simcoe. The PNB allowance amount is then paid directly to the resident by the operator.

3.4 INVOICING AND BILLING PROCEDURES

The County of Simcoe will remit payment to the operator upon receipt of monthly billing invoice that has been reviewed and approved by domiciliary case workers. All domiciliary subsidy is paid in arrears. Service providers are required to submit monthly billings between the 1st and 10th of each month for the month prior.

Failure to submit invoices by the 10th of the month may result in delays or rejection of the invoice. If an invoice or part of an invoice is rejected by the County of Simcoe, the service provider will be requested to submit a corrected revised invoice or partial invoice that is acceptable to the County of Simcoe within 10 working days of the request.

Service providers must comply with submission deadlines at year end to ensure payment. The County of Simcoe’s finance department will remit a monthly domiciliary subsidy cheque to the operator based on that month’s approved billing information, this includes the PNB allowance owed to residents. It is the responsibility of the operator to provide 100% of the PNB allowance portion directly to the resident. Detailed PNB ledger allowance information shall be maintained at the operator level for verification and audit reviews conducted by the domiciliary program staff or Ministry of Municipal Affairs and Housing (MMAH) program audit staff.
3.5 DISCHARGE PLANNING

Service Providers are required to fill-out the discharge planning report when a resident no longer meets the on-going eligibility for the service or they are moving out of the domiciliary facility where they are residing. The service provider’s responsibility will involve completing the proper discharge information report and providing a copy to the resident and the domiciliary program staff within 72 hours. A resident may be discharged for a number of reasons that include:

- Non-compliance with house rules and posing a health and safety risk
- Physical and or mental health needs of the resident exceeds the capacity of the operator’s expertise
- A resident believes that the home no longer meets their needs or expectations.

Under these circumstances the operator will prepare the proper discharge report and consult with the appropriate domiciliary case worker about appropriate referrals and admission to other services for the resident.

3.6 EARNED INCOME CONSIDERATIONS

A resident will be assessed for discharge over a three month period if they begin to work and earn income. Discharge planning will take into consideration the initial assessment information during admission to the program and employment earnings and future goals of the resident. Service providers are responsible for reporting any earned income of a domiciliary care resident in the monthly billing to the County of Simcoe. Proper adjustments will be made first to the resident’s PNB allowance with any earned income above $160 per month. If total income remains greater than $1,612.25 per month over a 3 month period and the resident’s earned income remains permanent the resident shall be completely discharged from the domiciliary program. The former domiciliary resident may continue to reside in the residential facility. At this time both the per diem subsidy to the operator and any PNB allowance will be discontinued and the resident will not be entitled to receive County domiciliary services without being re-assessed for eligibility. If required, the service
provider will assist the resident to move to a non-designated domiciliary bed within the facility or help find appropriate accommodation.

3.7 RESIDENT ABSENCE

After completing one full year of residency in a domiciliary residential facility, a resident may be absent from their assigned domiciliary care facility for a period of not more than 25 days in a 12 month period. During this period the domiciliary service provider will continue to receive a per diem subsidy for that resident’s bed. In situations requiring an absence of greater than 25 days, the domiciliary service provider shall notify the County of Simcoe domiciliary program staff of the situation and a decision whether or not to discharge the resident will be considered.

A resident admitted to hospital for 3 months or less, will also entitle the domiciliary service provider to continue to receive a per diem subsidy for that resident’s bed. A decision to discharge the resident will be reviewed if hospitalization continues beyond 3 months.

If approved by the domiciliary program staff, a provider may be approved to receive per-diem subsidy for a resident up to 3 months if that resident is actively participating in a community living program (such as employment skills building or life skills programs). As part of a recovery model this approach will allow the resident to be discharged from the domiciliary program and live more independently in the community.

4.0 SERVICE PROVIDER STANDARDS

4.1 RESIDENTS RIGHTS AND RESPONSIBILITIES

Every provider shall have policies and procedures in place that support the rights and responsibilities of residents. It is suggested that resident’s rights and responsibilities be either posted or made easily accessible to residents of the facility. Resident’s rights and responsibilities shall be discussed during the initial admission into the facility. At minimum, residents shall the right to:
• Basic needs including food, water and shelter
• A clear understanding of residential rules and resident responsibilities
• Be free from discrimination, harassment and be treated in a non-judgmental and respectful way
• Be informed of internal policies and processes for documenting, investigating and resolving complaints
• Contact directly County of Simcoe domiciliary program case workers with concerns that have not been addressed without fear of punishment
• An environment free from harassment, abuse, neglect, and discrimination
• The protection of their privacy
• Receive a written tenancy agreement
• Receive a Care Home Information Package (CHIP) which states the agreement between the residential facility and the resident, including services being provided along with costs for these services beyond the domiciliary program

• Information on community services and resources
• Have forms and requests for information explained
• The opportunity to set their own goals, make decisions that affect them and receive support as they work towards these goals.

At minimum residents are expected to:

• Follow the rules of the residential facility
• Treat fellow residents, staff, and volunteers with respect and dignity
• Pay their required portion for accommodations
• Respect the facility and personal belongings of others.

4.2 ACCOMMODATIONS STANDARDS

Service providers shall ensure the following standards are met:

• All service providers shall have current documentation verifying that they meet all current health, fire, building and zoning regulations. Proof of fire and health department approvals must be submitted annually
to the County of Simcoe by December 31st

- Service providers shall provide annual proof of insurance with a minimum coverage of $5,000,000 per occurrence and includes a clause naming the County of Simcoe as an “additional Insured”

- The premises are to be clean, sanitary, safe and free of hazards as provided by the Simcoe Muskoka Public Health Unit Food and Premises Inspection Reports

- All facilities shall meet the Building and Fire Code requirements as to the amount of space per individual per sleeping area. A bed should not be placed closer than 76 centimeters (30 inches) to another bed, and beds should not overlap with windows or radiators

- Clean sheets, pillowcases, bedding, face cloths and towels weekly, are to be provided when needed due to circumstances, and whenever a new resident occupies the bed

- Washrooms including showers, toilets and sinks are to be provided as per Building Code specifications, including the ratio of fixtures per number of resident

- Laundry facilities are to be provided for resident

- A common area is to be made available for resident

- If warranted, an automated external defibrillator (AED) unit(s) should be installed in the residential facility.

4.3 HEALTH AND SAFETY STANDARDS

- Operators shall ensure a strong Internal Responsibility System as set-out in the Ontario Occupational Health and Safety Act that will be supported by well-defined health and safety policies and programs

- No weapons (as defined by the Criminal Code) or other dangerous objects will be permitted, except when the denial of said weapons or objects would be contrary to the law

- Residents will be asked upon admission if they have weapons or anything that could potentially be dangerous
Domiciliary Program Standards and Operational Procedures

- If warranted, closed circuit TV (CCTV) cameras should be considered around the perimeter of the premises.
- Police will be contacted to confiscate any prohibited weapons, illegal substances or other contraband.
- Operators may inspect units to ensure Health and Safety compliance, and operators shall have a master key to permit access to all units for this purpose.
- The facility will have a written and posted no-smoking policy for the residents, and comply with the Smoke Free Ontario Act.
- All inside spaces of the facility buildings shall be designated as non-smoking.
- For facilities that have private (non-municipal) drinking water systems, the operator shall ensure that the private drinking water system remains in compliance with the Safe Drinking Water Act.
- The facility shall have an approved, written and posted fire and emergency evacuation plan accessible for staff, volunteers and residents of the facility.
- The facility should have in place maintenance plans that detail cleaning duties, preventive maintenance, emergency repairs, routine upkeep and how long-term replacements are to be accomplished.
- Facilities shall have in place a routine maintenance program for pest control with special attention to emerging issues concerning bed bugs.
- The facility must have an incident reporting policy with defined procedures for documentation and procedures to report serious occurrences involving both domiciliary residents and non-domiciliary residents (as per Appendix 7) to the County of Simcoe domiciliary program case worker staff.
- The facility shall have documented policies and procedures for the storage, administration and dispensing of medication for the residents.
- Staff and volunteers must be provided with continuous training which sets out their duties and responsibilities, including daily routines, reporting practices and emergency procedures.
4.4 FOOD SAFETY AND NUTRITIONAL STANDARDS

- Subsidized residents will receive a nutritious and adequate diet which meet the standards set out in the Canada Food Guide
- A minimum of three meals per day will be provided
- Food storage and handling should comply with all applicable Regulations and Acts, including the Food Premises Act
- Daily meal plans will be posted or communicated to all residents
- A system must exist to ensure that all dietary and serving staff are aware of special diets as applicable
- There will be a provision of snacks and fluids between meals and residents who are unable to access these independently will be accommodated accordingly.

4.5 EMERGENCIES AND BUSINESS CONTINUITY PLANNING

All operators shall have an up-to-date and signed fire safety plan, along with regularly inspected and operable fire protection systems. In the case of health emergencies, operators shall follow all public health directives and ensure procedures are in place to link residents to appropriate emergency health services.

All residents must be protected in all emergency situations through adequate emergency and business continuity planning. If residents cannot return safely to the premises, operators shall have in place a documented emergency response plan that details:

- Evacuation procedures such as exiting the building
- Staging areas where the residents will gather
- Short and long stay lodging procedures.

As part of a comprehensive emergency and business continuity response plan, it is encouraged that operators have adequate insurance coverage to enable residents to remain housed during this
period and under their care. Residents should have good knowledge of the facility’s fire and emergency evacuation procedures, and the ability to practice these procedures regularly through fire drills and emergency evacuation exercises.

4.6 FRENCH LANGUAGE SERVICES

The French Language Services Act, passed in 1986, forms part of a broader legal framework of linguistic rights in Ontario. As such it is recognized that French language is an historical language in Ontario and an official language in Canada (Ministry of Community and Social Services, 2012). The Act also applies to third-party services providers such as domiciliary service providers and as such a French Language Service provision is to be included in the domiciliary service Agreement with the County of Simcoe beginning January 2013.

4.7 SAFFING

- Service providers shall ensure that staff and volunteers are recruited, oriented, and continuously trained to meet minimum qualifications as set out in job duties and responsibilities.
- The facility staff and volunteers must be trained on the routine practices and additional precautions (formerly known as universal health precautions) that include hand washing, personal hygiene and use of protective supplies and equipment.
- The facility staff and volunteers must be trained on communicable diseases such as TB, HIV. Hepatitis B and C, and other outbreaks of infectious diseases.
- Facility designated staff and appropriate volunteers will receive training upon hiring and/or re-certified in First Aid, CPR and WHMIS, if necessary.
- If warranted, staff, volunteers and other appropriate individuals will be trained on the use of an automated external defibrillator.
- All staff and volunteers will be educated and encouraged to maintain current immunizations including vaccination information against Hepatitis B virus and TB screening.
• All staff and volunteers must have on file a current criminal reference check and vulnerable screening profile

• Operators must promote respect for residents’ rights and responsibilities to staff and volunteers prior to them interacting with residents

• The facility must provide adequate staffing for the number of residents and have developed staffing procedures to ensure adequate 24/7 daily staff coverage and for emergency situations

• Operators must have training in place for staff and volunteers to ensure zero tolerance of abuse and neglect of residents

4.8 SUPPORT SERVICES

• Operators will adhere to the Service Provider Agreement that lists specific mandated on-site daily supports and services that must be provided to tenants of the Domiciliary Program. These will include meals, provision of laundry, provision of cleaning, assistance with personal care and medication supervision

• Operators will foster a level of independence and social inclusion that promotes client-centred recovery-oriented goals for all residents. These goals should be tailored to meet appropriate levels of assistance for daily living, rehabilitation, and treatments within the residents or in the community.

5.0 ACCOUNTABILITY STANDARDS

5.1 MUNICIPAL ROLE

• The County of Simcoe is the Consolidated Municipal Service Manager (CMSM) and as such, is responsible for the delivery of social services in Simcoe County

• Social services are delivered throughout the County of Simcoe, including the separated cities of Barrie and Orillia

• The County of Simcoe Social and Community Services Division provides funding for domiciliary beds through purchase-of-service Agreements with commercial and non-profit service providers
The County of Simcoe shall ensure that all domiciliary purchase-of-service Agreements meet standards and contractual obligations.

The County of Simcoe shall conduct site reviews on as-needed basis.

County of Simcoe staff will periodically conduct an unannounced visit which may include a random audit.

The County of Simcoe has developed these Domiciliary Program Standards and Operating Guidelines to provide operators with clear expectations for the provision of shelter services, however these standards cannot cover all issues which may arise, and therefore it is expected that providers exercise reasonable judgment and/or consult with County staff where necessary.

The County of Simcoe anticipates that it may enter into Agreements with other domiciliary providers in the future.

The funding for domiciliary program is accessed under the Ministry of Municipal Affairs and Housing.

A resident of a domiciliary facility is considered to have residence in the geographic area where the facility is located.

The County of Simcoe will host an annual service provider meetings.

The County of Simcoe is responsible for determining eligibility and admission for the Domiciliary Program.

5.2 DOMICILIARY SERVICE PROVIDER ROLE

All Domiciliary Program service providers shall meet the Standards and adhere to the conditions outlined in the purchase-of-service Agreement and Domiciliary Program manual.

Domiciliary operators shall comply with all applicable federal, provincial, municipal laws, bylaws, regulations, codes, orders or directives.

Domiciliary operators will respond professionally and appropriately to all complaints from residents and shall ensure that a formal complaint process is part of the operational procedures in which a written record.
is maintained concerning the complaint and a written record is maintained concerning the resolution.

5.3 SERIOUS OCCURRENCE REPORTING

All operators will have a system in place to record serious and unusual occurrences. The recording of these occurrences should include identifying any resident who was involved in or witnessed the occurrence and what actions were taken by the operator to resolve the situation. A serious occurrence report shall be filed with the County of Simcoe within 24 hours using the County of Simcoe Serious Occurrence Reporting Form located in Appendix 7.

Any incidents of a serious nature, including the occurrence of unlawful conduct, abuse, or neglect shall be reported immediately to the County of Simcoe domiciliary case worker. In addition, serious occurrences include: property fire, death, assault, accidental injuries, and medical assistance due to life threatening trauma. All necessary action steps shall be taken by the operator to ensure emergency care assistance is provided to residents.

If the operators is a licensed retirement home, an occurrence may also be filed with the Retirement Homes Regulatory Authority (RHRA) or directly with the County of Simcoe concerning harm or a risk of harm to a resident. These types of occurrences may include: improper or incompetent treatment or care, abuse of a resident by anyone, neglect of a resident by the licensee (owner operator) or staff, and unlawful conduct.

In certain situations, other agencies or authorities such as police, fire officials, public health, and regulated health profession colleges may be contacted about relevant findings from the occurrence. The occurrence review should also include identifying strategies to be implemented to reduce or eliminate the type of occurrence from occurring in the future.

5.4 CONFLICT OF INTEREST

Given the nature of care and access to personal property information and health information, domiciliary operators can
potentially benefit from a resident’s vulnerability. Therefore, access to this information cannot be used, perceived or otherwise, to influence or benefit the organization or its owners, directors and employees. To avoid these situations, operators are expected to disclose any perceived or actual conflicts concerning clients in domiciliary program with the County of Simcoe. Examples would include such situations as:

- Being appointed as a General Power of Attorney, a Continuing Power of Attorney for Property, and/or being appointed as a Power of Attorney for Personal Care
- Screening and recommending family members to become a domiciliary resident of your facility
- Not maintaining a current and an up-to-date Personal Needs Benefit Allowance general ledger to track cash disbursements to residents
- Employing the domiciliary resident or financially assisting the domiciliary resident and not disclosing or reporting the income on the monthly resident billing information.

In addition, the Ontario Public Guardian and Trustee (OPGT) can be appointed as the substitute decision-maker of a resident, and therefore it is advised that operators seek out the assistance from the Regional OPGT office to avoid any unforeseen conflict of interest.

5.5 SERVICE PROVIDERS
CORPORATE STRUCTURE

Domiciliary operators may be awarded to either non-profit or commercial operators in Simcoe County. Both types of operators shall meet the requirements for governance and business planning requirements. These include:

- Articles of Incorporation under the laws of Ontario and the applicable laws of Canada in good standing
- Registered legal business name or any other name under which it carries on business along with the corporate mailing address
- List of Directors with contact mailing lists and phone numbers, submitted annually to the County of Simcoe
- Preparation of annual financial statements in accordance with
generally accepted accounting procedures

- The right to have County of Simcoe program staff review financial records, budgets, business plans, and other documents upon request
- Annual proof of insurance providing coverage for a limit of not less than $5,000,000 per occurrence which includes naming the County of Simcoe as an additional insured.

6.0 APPLICATION TO BECOME DOMICILIARY PROGRAM PROVIDER

An application to become a County of Simcoe domiciliary service provider may be made directly to the Social and Community Services Division of the Corporation of the County of Simcoe. Applications are available upon request. Applications are acknowledged, reviewed and kept on file for future consideration.

The County of Simcoe’s annual Domiciliary Program budget is approximately $1.1 million and there are about 10 service providers strategically located throughout Simcoe County. Many factors are considered before an applicant is awarded a service Agreement with the County of Simcoe. Factors when considering new providers include:

- Location within the Simcoe County
- Type of facility and number of beds
- Ability to house individuals requiring daily support and supervision
- Capacity for the provision of French Language Services, as defined in the French Language Services Act
- Financial viability of the organization to provide stable and continuous care to its residents.

To ensure operators can remain sustainable when providing housing and continuous care to residents, the County of Simcoe program staff shall request to review past financial statements, statements of net worth, capital reserve funds, approved annual operating budgets, and past or outstanding litigation claims.
To be furthered considered as a County of Simcoe domiciliary service provider please complete the Domiciliary Program application and mail the application along with the required documentation to:

**Doriano Calvano, Program Supervisor**
Social and Community Services Division
County of Simcoe
1110 Highway 26 West
Midhurst, ON
LOL 1X0
APPENDIX 1: REFERENCE RESOURCES

1. Operating Guidelines for Home for Special Care, November 2011, Ministry of Health and Long Term Care
   http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h12_e.htm
2. Ontario Disability Support Program. Ministry of Community and Social Services
   http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_02s32_e.htm
4. Ontario’s Personal Health Information Act (PHIPA)  www.ipc.on.ca
   http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm
6. Ontario Works. Ministry of Community and Social Services
7. Ontario Retirement Communities Association  http://www.orcaretirement.com/
   http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_07l08_e.htm#BK24
    http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90f32_e.htm
12. Office of the Auditor General of Ontario. 2001 Ministry of Community and Social Services. 3.04- Support to Community Living Programs
13. Food Safety Protocol. Ontario Public Health Standards (OPHS). Published by the Ministry of Health and Long-Term Care under the authority of the Health Protection & Promotion Act (HPPA)
14. Occupational Health and Safety Act, R.S.O. 1990, Chapter 0.1
    http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm
    http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_94t10_e.htm
17. Retirement Home Act, 2010
    http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_10r11_e.htm
APPENDIX 2: LIST OF PARTICIPANTS FOR THE 2012 REVIEW

Cheryl Pritchard  
Barrie Manor  
Barrie, ON L4M 1L4

Theresa Abreu  
Simcoe Terrace Retirement Centre  
44 Donald St.  
Barrie, ON L4N 1E3

Michael Ayers  
Simcoe Terrace Retirement Centre  
44 Donald St.  
Barrie, ON L4N 1E3

Deb Edgar  
Pine Villa Retirement  
120 Pine St.  
Collingwood, ON L9Y 2N9

Pauline Christian  
Best Life Incorp.  
6 Reinbird St. Box 430  
Coldwater, ON L0K 1E0

Sharon Doyle  
Kayla Retirement Home  
84 Coldwater Rd. W.  
Orillia, ON L3V 3L4

Jeff Murray  
Windermere Gardens  
55 Peel St.  
Barrie, ON L4M 3K9

Kelly Kloosterman  
Windermere Gardens  
55 Peel St.  
Barrie, ON L4M 3K9

Brian Forster  
Huronia Guest Home  
7232 Highway 26  
P.O. Box 440  
Stayner, ON L0M 1S0

Shelley Dolson  
Tudhope Manor  
127 Peter St. N.  
Orillia, ON L3V4Z4

Sharon Lapham  
Waypoint Centre for Mental Health  
500 Church Street  
Penetanguishene, ON L9M1G3

County of Simcoe Staff:  
Dorothy Chute, Caseworker  
Sue Preston, Caseworker  
Dawna Madore, Caseworker  
Chris Pask, Caseworker  
Nancy Jackson, Caseworker  
Mary Moreau, Supervisor  
Doriano Calvano, Program Supervisor  
Arfona Zwiers, Manager
Appendix 3: Audit and Compliance Tool

Audits and compliance review visits can take place at anytime throughout the year on an as-needed basis. They may either be announced with notice or unannounced for the purpose of observing the Domiciliary Program to verify that the services for residents are functioning in accordance with the conditions of funding. During such visits the County of Simcoe staff may wish to meet with facility owners or board/committee members, and staff, volunteers and shelter residents. The nature of the assessment is a discussion with the above representatives using the audit and compliance tool, a review of appropriate documents, and general observations.

<table>
<thead>
<tr>
<th>Health and Safety Standards</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td><strong>Property Maintenance and Upkeep</strong></td>
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<tr>
<td>• Does the facility have a fire plan? If no, provide comment.</td>
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<td>• Is the fire plan posted in various locations in the facility? If no, provide comment.</td>
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<td>• What date was the fire plan last tested?</td>
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<td>• What date was the facility and property last inspected for fire safety?</td>
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<td>• Were there any outstanding inspection issues? If yes, provide comment on what follow-up occurred.</td>
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<tr>
<td>• Is there evidence of monthly inspections of fire extinguishers?</td>
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<td>• Is there an automated external defibrillator (AED) unit(s) installed on the premise?</td>
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<td>• Does the facility have an emergency evacuation plan?</td>
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<td>• What date was the emergency evacuation plan updated?</td>
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<td>• What date was the emergency evacuation plan last tested?</td>
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<tr>
<td>• Is there a current elevator license?</td>
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<td>• Is the facility on a municipal water system?</td>
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<tr>
<td>• Is the facility on a municipal sewage system?</td>
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<tr>
<td>• Premises shown to be free of insects and other pests? What date was the last licensed pest control inspection?</td>
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<tr>
<td>Health and Safety Standards</td>
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<tr>
<td>• Is there a capital plan to replace residential and other operating equipment for the facility? If no, comment on what strategies the operator has for this.</td>
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<tr>
<td>• Are there common areas made available for residents and their visitors? If no, provide comment.</td>
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<td>• Are laundry facilities provided to residents? If no, provide comment.</td>
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<tr>
<td>• Are the premises clean, sanitary, safe and free of hazards? If no, provide comment on action plan for resolution.</td>
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<td>• Are washrooms including showers, toilets and sinks provided as per the Building Code specifications?</td>
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<tr>
<td>• Has the facility had an incident over the last year in which police had been contracted to confiscate any prohibited weapons, illegal substances or other contraband materials? If yes, comment if the facility had filed a serious occurrence with the County of Simcoe.</td>
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<td>• Does the facility screen upon admission for weapons or anything that can potentially be dangerous?</td>
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<tr>
<td>• Does the facility have a written policy on weapons or anything that can potentially be dangerous that is shared with the resident?</td>
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<tr>
<th>Safety Prevention and Communicable Diseases Training</th>
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<tbody>
<tr>
<td>• Are staff and volunteers knowledgeable and have they been oriented towards routine practices and additional precautions that include hand washing, personal hygiene and use of protective supplies and equipment?</td>
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<td>• Are procedures dealing with occupational exposure to blood or bloody body fluids in place?</td>
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<td>• Are policies and procedure developed to manage outbreaks of infectious diseases within the facilities?</td>
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<td>• Are staff and volunteers made aware of information on specific diseases such as TB, HIV, hepatitis B and C? Are they encouraged to maintain current immunizations?</td>
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<td>• Are there written policies and procedures developed in consulting the Simcoe Muskoka Public Health Unit for preventing, handling and reporting communicable diseases?</td>
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<td>• Are staff and volunteers encouraged to be educated and maintain current immunizations including vaccination information against hepatitis B virus and TB screening?</td>
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### Health and Safety Standards

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<th>Yes</th>
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<th>Comments</th>
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<tbody>
<tr>
<td>Are facility staff trained upon hiring and/or re-certified in first aid and CPR training?</td>
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<td>Are facility staff trained in Workplace Hazardous Materials Information Systems (WHIMIS)?</td>
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<td>If an AED unit is installed are staff, volunteers and appropriate individuals trained on how to use the unit?</td>
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<td>Does the facility provide medication supervision?</td>
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<td>Does the facility have policies and procedures in place regarding secure storage and disposal of medications for residents?</td>
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<td>Is medication that is distributed by the staff recorded in a logbook?</td>
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<td>Is medication stored at all times under lock and key?</td>
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### Residential Care Services

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<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Does the operator follow the Canada Food Guide Standards to ensure residents receive a nutritious and adequate diet? (Discussion with the manager daily meal plans, special considerations for special diets, and provisions for snacks and refreshments between meals for residents)</td>
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<td>Are snacks provided to the residents?</td>
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<td>Does the facility offer at minimum 3 meals per day?</td>
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<tr>
<td>Do meals contain daily choices? (Discuss with the manager the variety of fruits, vegetables, daily products, meat or alternative protein at each meal and grain at each meal.)</td>
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<td>Are seconds made available to residents if requested?</td>
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<td>Are menus posted and made available for resident information?</td>
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<tr>
<td>Is the cultural diversity of residents reflected in the variety of foods served at the facility?</td>
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### Food Safety and Nutritional Standards

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<th>Question</th>
<th>Yes</th>
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<th>N/A</th>
<th>Comments</th>
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<tr>
<td>The resident's individual personal care needs are assessed and there is plan of care in place. (Discuss with the manager how assessments are made, how home care is contacted, if the facility employs a regulated health professional, if unregulated health workers such as PSW's are employed by the facility, do all residents have family physicians, does the facility have a 24/7 emergency medical response protocol for a resident in need of medical assistance?)</td>
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<td>Does the resident receive a written tenancy agreement?</td>
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### Health and Safety Standards

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<tr>
<td>Does the facility have policies and procedures that deal with eviction or transfer?</td>
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<td>Does the agency have a Care Home Information Package (CHIP) that describes the services that are included in the Domiciliary Program and other costs that are excluded from the Domiciliary Program?</td>
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<td>Does the facility staff have advance understanding and training to monitor the safety and security of cognitively impaired and palliative residents?</td>
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<td>Does the facility staff have advance understanding and training in mental health issues and addiction issues?</td>
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<td>Does the facility maintain a residential record with documentation on emergency contacts, copies of power of attorney, information for property and personal care, health card number, former place of residence address, and other progress note information concerning changing resident requirements for supportive care needs?</td>
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<tr>
<td>Are goals and progress notes part of the resident’s admission to the domiciliary care services?</td>
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<td>Does the facility maintain a wait list? If yes, comment on how wait-list is managed.</td>
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<tr>
<td>Does the facility have a written policy on rights and responsibilities of residents?</td>
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<tr>
<td>Does the facility have a formal process for responding to all complaints?</td>
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<tr>
<td>Does the facility keep a written or electronic record of all complaints along with a written record of the resolution?</td>
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<tr>
<td>Do residents have access to basic phone service?</td>
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<tr>
<td>Are staff responsible for residential care upon hiring have on file a current criminal reference check and vulnerable screening check?</td>
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<tr>
<td>Are volunteers asked to provide a current criminal reference check and vulnerable screening check?</td>
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<tr>
<td>Are residential files kept in a secure and locked area?</td>
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<tr>
<td>Does the facility have a written policy regarding resident access to personal information and records?</td>
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<tr>
<td>Is resident information only disclosed with appropriate signed consent forms which discussed and signed by the resident?</td>
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</tbody>
</table>
### Health and Safety Standards

<table>
<thead>
<tr>
<th>Question (Yes/No/N/A/Comments)</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Does the facility provide in house social and recreational activities?</td>
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<td>Does the facility provide assistance and support to residents in the following areas:</td>
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<tr>
<td>• Assistance in obtaining financial benefits</td>
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<tr>
<td>• Referrals to appropriate medical and support services and community resources</td>
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<tr>
<td>• Assistance to obtain clothing</td>
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<tr>
<td>• Assistance to obtain transportation</td>
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<tr>
<td>Does the facility have:</td>
<td>(s)</td>
<td></td>
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<td>Ward Room Measurements by Square Foot:</td>
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<tr>
<td>• Single Domiciliary Care occupancy rooms</td>
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<td>• Double Domiciliary Care occupancy rooms</td>
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<td>• Ward Domiciliary Care occupancy rooms of 4 or less</td>
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<td>• Ward Domiciliary Care occupancy rooms of over 4</td>
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<td>What staffing levels are currently in place during the following shifts:</td>
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<td>• Morning Shift: ____________________________</td>
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<td>• Afternoon Shift: _________________________</td>
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<td>• Evening Shift: __________________________</td>
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<td>• Midnight Shift: _________________________</td>
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<td>At minimum, does each bedding consists of:</td>
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<tr>
<td>• Two sheets</td>
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<tr>
<td>• A blanket</td>
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<tr>
<td>• A pillow case</td>
<td></td>
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<td>• A shower towel</td>
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<td>Is clean bedding provided to each resident upon admission and is it changed weekly or whenever soiled?</td>
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<td>Does the facility provide:</td>
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<td>• Liquid soap</td>
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<td>• Paper towels</td>
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</table>
Appendix 4: List of Program Forms


2. Human Resources Development Canada Income Security Programs Authorization to Communicate Information- Canada Pension Plan. Form ISP-1606-00E.


6. Ministry of Community and Social Services Declaration. Form 0311 (03/91).


8. Ministry of Health and Long Term Care Consent to Disclose Personal Health Information, the Personal Health Information Protection Act 2004, PHIFA.


11. Ministry of Community and Social Services Agreement to Reimburse. Form 7730-2208.

12. The Corporation of the County of Simcoe Social Service Department Eligibility Checklist.

**APPENDIX 5: DOMICILIARY PROGRAM INTAKE & WAITLIST FORM**

**County of Simcoe, Social and Community Services Division**

Toll Free Area: (905) 729-4534
Phone: (705) 722-3132
Fax: (705) 722-4720

1110 Hwy 26 West
Administration Centre
Midhurst, ON, L0L 1X0

**DOMICILIARY CARE INTAKE & WAITLIST FORM**

Date of Intake: _______________  OW/ODSP Member ID# (if applicable) _______________________

Applicants Name:______________________________________________________________

Date of Birth (dd/mm/year) ___________________ Social Insurance Number _______________

Current Address: 1. _____________________________________________________________

2. _________________________________________________________________
   (If currently in an institution/ hospital/shelter, also obtain address prior to admission)

Is the current housing temporary or permanent? ___________________________
   (i.e. Time period, emergency shelter, hospital, apt, R&B)

On placement for long term care (Yes/No & location) __________________________

Call received from: ___________________________ Phone Number: ( ) ______________

Relationship to Applicant: _______ 2nd contact name/address/phone _______________________

Location of Potential Dom Care: ______________________ Potential Admission Date: ___________

Applicant's Income/Amount (monthly) ___________ Applicant’s Assets _______________________

Monthly Net Subsidy calculation (31 day month) ___________ Date of Scheduled visit: ___________

Location: __________________________ Initial intake completed by _______________________

Does not qualify for Subsidy (include reason) __________________________________________

**Wait List Status:**

Date placed on wait list _______________ Domiciliary Care Facility to be Admitted ___________

In order to meet one of the Priority Codes the applicant must meet the Domiciliary Care Eligibility Criteria  
**PRIORITY**

**HIGH RISK:**

Accepts Dom Care Placement Date: _______________ Declines Dom Care Placement Date: ___________

**Progress Intake Notes and any other pertinent information**

<table>
<thead>
<tr>
<th>Date</th>
<th>Notes</th>
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APPENDIX 6: DOMICILIARY PROGRAM BILLING FORM

County of Simcoe, Social and Community Services Division

DOMICILIARY PROGRAM MONTHLY BILLING FORM

1110 Hwy 26 West
Administration Centre
Midhurst, ON, L0L 1X0

For the Month of ____________________________ Please complete the **shaded** portion of the form, including the billing month and total number of pages, as well as your Agency Name and signature at the bottom of the page.

<table>
<thead>
<tr>
<th>Resident’s Last Name</th>
<th>Resident’s First Name</th>
<th>Period Covered In Days</th>
<th>Resident’s Income</th>
<th>Comments</th>
<th>Resident’s Total Income</th>
<th>Total Per Diem Subsidy</th>
<th>Total Personal Need Subsidy</th>
<th>Gross Subsidy</th>
<th>Comments</th>
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Mainstream Personal Needs Allowance (PNA) rate is $16.08 per month. It is the responsibility of the facility to provide the PNA to the resident from the Gross Subsidy calculation.

TOTAL: $0.00

Agency Name: ____________________________
Agency Signature: ____________________________
Date: ____________________________
County of Simcoe Caseworker Signature: ____________________________
Date: ____________________________
County of Simcoe Supervisor Signature: ____________________________
Date: ____________________________
County of Simcoe Manager Signature: ____________________________
Date: ____________________________
APPENDIX 7: SERIOUS OCCURRENCE REPORTING FORM

County of Simcoe, Social and Community Services Division

1110 Hwy 26 West
Administration Centre
Midhurst, ON, L0L 1X0

Today’s Date: (dd/mm/yy) __________
Date of the Occurrence: (dd/mm/yy) __________ Facility Name: ________________ Reference to Case I.D. Number: __________
Occurrence being reported by: ________________ ________________

Name (Print)  Signature

Type of Occurrence (please check the appropriate incident):
___ Weapons & Illegal Activities  ___ Municipal By-Law Conflict  ___ Emergency/Disaster Response
___ Resident Safety  ___ Litigation Dispute  ___ Arbitration Award
___ Food & Inspection Concerns  ___ Fire Inspection Concerns  ___ Unresolved Client/Caregiver Complaint
___ Insurance Termination  ___ Resident Abuse  ___ Theft

Describe the occurrence:


Actions and resolutions taken:


Strategies implemented to reduce or eliminate this type of occurrence in the future:


_________________________________
Signature of Supervisor/Manager/Owner

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42
APPENDIX 8: DISCHARGE (TERMINATION) FORM

Domiciliary Program Discharge Report

This form is to be completed and returned to the County of Simcoe, Domiciliary Care caseworker when the resident no longer meets the ongoing eligibility for the service.

Name of Resident: _____________________________

Name of Domiciliary Care: _____________________________

Discharge Reason

<table>
<thead>
<tr>
<th>Discharged by Domiciliary Program Facility</th>
<th>Discharged by Ontario Works</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ Hospitalized</td>
<td>___ Income</td>
</tr>
<tr>
<td>___ Nursing Home</td>
<td>___ Assets</td>
</tr>
<tr>
<td>___ Family</td>
<td>Other (include reason)</td>
</tr>
<tr>
<td>___ Deceased</td>
<td>__________________________</td>
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<tr>
<td>Other (include reason)</td>
<td>__________________________</td>
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</table>

Effective Date of Discharge: ________

(dd/mm/yy)

Discharge Report Completed By: _____________________________

(Name of Domiciliary Program Representative or Caseworker)
APPENDIX 9: REQUIREMENT OF GOVERNANCE DOCUMENTATION FILE

Domiciliary Program operator Agreements are signed each year between the County of Simcoe and the service provider. The Service Description Schedule outlines the service objective to provide residents with permanent accommodation and along with supports to daily living. Residents may include people with special needs, individuals with disabilities, people with mental health and addiction issues, and frail elderly. Services will include:

- Three nutritious prepared meals per day
- Provision or access for personal laundry services
- Transportation to appointments and other extraneous needs
- Social and recreational activities
- Medication supervision
- General supervision on the premises at all time.

The per diem rate includes a Personal Needs Benefit (PNB) Allowance amount which is to be issued by the service provider to the resident each month. If cash is provided to the resident, a receipt is to be retained on file. If purchases are made on behalf of a resident, the receipt is to be retained on file.

The Service Provider shall provide the following documentation prior to the contract being finalized and prior to December 31st of each year thereafter, as long as this contract is in effect:

- Verification that facility meets all local municipal zoning and planning by-laws
- Verification that the facility meets current building code
- Verification that facility has been approved by the local Fire Department
- Verification that facility has been approved by the Simcoe Muskoka District Health Unit
- Verification that appropriate insurance as outlined in the Service Contract under Section 12 is submitted to the County of Simcoe
- The total number of domiciliary care beds within the facility

The service provider further agrees to provide any other documentation as required by the municipality and/or province upon reasonable notice.
APPENDIX 10: APPLICATION TO BECOME A CONTRACTED DOMICILIARY PROGRAM PROVIDER

County of Simcoe, Social and Community Services Division

1110 Hwy 26 West
Administration Centre
Midhurst, ON, L0L 1X0

Legal Name of Residential Facility: ____________________________
Residential Facility Address: ____________________________
Contact Person & Title: ____________________________
Email Address: ____________________________
Corporate Name & Address: ____________________________
Contact Person & Title ____________________________
Email Address: ____________________________

- Number of domiciliary care beds applying for: __________
- Total number of facility beds: __________
- Is the facility accredited or has it made application to become accredited: Yes ____ No____
- Does the facility have general liability coverage per occurrence of not less than Five Million Dollars ($5,000,000) with an insurer authorized to carry on business in the Province of Ontario: Yes ____ No____

Please provide along with this application the following documents:

- Incorporation Papers
- Latest Audited Financial Statement
- Municipal Zoning By-Law Certificate
- Latest Fire Inspection Reports and Approval Certificate
- Simcoe Muskoka Public Health Unit Food Premises Inspection Report

Many factors are considered before an applicant is awarded a service contract with the County of Simcoe. All applications are acknowledged, reviewed and kept on file for future consideration.

_____________________________     _______________________         ___________
Print Name                      Signature                     Date