

*Centre intégré  
universitaire de santé  
et de services sociaux  
de la Capitale-Nationale*

Québec 

# Access to Public Long-term Care

Useful information for seniors and their loved ones



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# Access to Public Long-term Care

## Useful information for seniors and their loved ones

The policy on public access in the Capitale-Nationale region has the following as its main principle:

- A person's eligibility for public long-term care must be considered at only after all other possibilities for staying in the community have been explored. In this case, a person can no longer be maintained in their own home, despite the support of those around them and the services offered or available in the community.

Regional policy- Mécanisme d'accès à l'hébergement public de la Capitale-Nationale, p. 17

### 1. Eligibility

#### First choice, your home

The first step when you are thinking about your safety at home is for you and your loved ones to look at your needs, and then see what needs can be met by community organizations. This may include health care and help, meal preparation and household chores, transportation and accompaniment, or elder-sitting.

The services of 211 (on the Internet or by phone) can help you in your research (see Appendix 1).

#### **If these services are not enough, you may want to consider a private residence to meet your needs (see Appendix 2)**

You can also call Jeffery Hale Community Services (CLSC-type services in English) to discuss your needs. They will look at your situation and refer you to community resources or to a professional on their homecare team. There may be a wait time to access these services that is based on the level of risk of your situation.

#### **What you can expect from Jeffery Hale Community Services**

A social worker or other professional will contact you to gather information, assess your situation, and help you make a plan called an intervention plan.

They may suggest that you:

- Reach out to community organizations for services that you may not have thought of before;
- Arrange for CLSC homecare services;
- Move to a private residence (see Appendix 2);
- Apply for public long-term care, but only if no other means can be considered and you are ready to move in right away. It is not possible to apply for later on, just in case.

To learn about the difference between a private residence and a public long-term care centre, please see Appendix 3.



## **If the choice is public long-term care**

With the help of your social worker, you can choose the public long-term care centre that you want if it can meet your needs. Your social worker will submit your application to the “local coordination” authority that will decide if you are truly eligible or not.

If your application is refused, the local coordinators will suggest other options that your social worker will present to you.

If your application is accepted, it will be referred to the Orientation and Admission Committee.

### **2. Orientation**

The Orientation and Admission Committee will decide if the long-term care centre that you have chosen meets your needs.

If it does, they will put you on the waiting list of that long-term care centre. The wait time is set according to the date that your application was received.

If, on the other hand, the long-term care centre does not meet your needs, the committee will suggest another place that does.

### **If your needs become urgent...**

If your needs become urgent, according to regular procedures, the social worker will apply for access to a transition bed for you. In this situation, your safety and care needs prevail over personal choice. You will not be able to choose the long-term care centre and you will have to accept a place as soon as it is offered to you. If you refuse, your request will be canceled. A few weeks after you have been admitted, you will be able to decide if you would rather stay at this place or keep your request active for the care centre that was your first choice.

### **The re-evaluation...**

After one year, if you do not yet have a place in a public long-term care centre, your social worker and you will review your situation again. This step is required to keep your request active.

### **3. Admission**

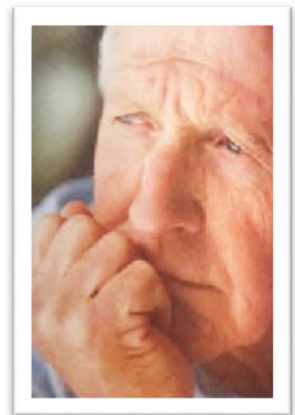
#### **To be admitted to public long-term...**

It is very important for you to understand that, **if a place becomes available for you and you refuse it, your request will be cancelled.**

In addition, when you get the call to tell you there is a place for you, you have a time limit to move in:

- For a public long-term care centre (CHSLD), you will have 24 to 48 hours;
- For an intermediary resource (RI), you will have 72 hours at the most.

**It is very important, therefore, to be ready for this call.**



## Annexe 1

### First choice, your own home

When it becomes harder to take care of your home or yourself, it is normal to wonder whether or not you are able to stay in your own home. There are many possible solutions.

#### A – You can reach out to a community organization

##### Homecare co-operatives or social economy enterprises:

- For housework, elder-sitting, meal preparation, shopping... financial assistance is possible according to your income and according to the type of service.

##### Volunteer associations:

Friendly visits, respite for caregivers, meals-on-wheels, transportation to medical appointments...

##### Private businesses:

- Prepared meals, elder-sitting, personal care, housecleaning and chores, medical alert button...

#### B – You can ask local businesses if they deliver:

- Pharmacies, grocery stores...

**C – You can call 211.** This information services will refer you to resources to meet your needs. The website of the *CIUSSS de la Capitale-Nationale* can also be interesting to visit:

[www.ciusss-capitalenationale.gouv.qc.ca](http://www.ciusss-capitalenationale.gouv.qc.ca)

These services are not necessarily free. If you add it up, however, you will find it is often cheaper to invest in services that allow you to stay home.

In addition, tax credits are available to support seniors aged 70 and over.

For more information, visit the website of Revenu Québec:

[www4.gouv.qc.ca/EN/Portail/Citoyens/Evenements/aines/Pages/credit-impot-maintien-domicile.aspx](http://www4.gouv.qc.ca/EN/Portail/Citoyens/Evenements/aines/Pages/credit-impot-maintien-domicile.aspx)

Or call them at: 418 659-6299



## Annexe 2

### Moving to a private residence

Moving out of your own home into a residence is not an easy decision. In most cases, seniors will first move into a private residence with varying degrees of service, depending on their level of autonomy and budget.

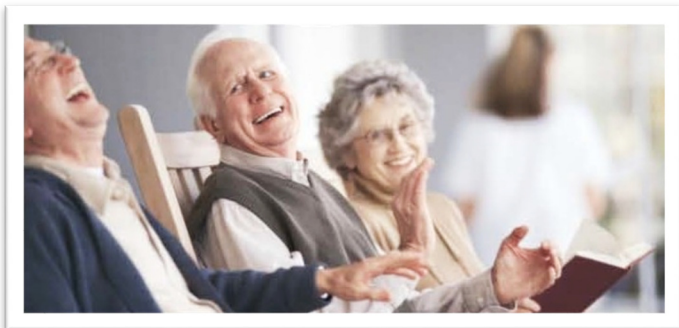
It is important to get information first and to take your time to find the right place, one that will meet both your current and future needs. There are several types of private residences. How do you know which one will meet your needs? Care and services differ greatly from one residence to another. To know which to choose, you need to think about your needs and your budget.

#### Define your needs

Make a list of both your current and future needs because they can change quickly.

For example:

- Meal preparation
- Help with personal hygiene
- Help getting dressed
- Personal support
- Managing medications
- Supervision for various reasons (risk of falls, memory problems)
- Nursing care
- Space to move around with a walker...



#### Define your budget

Decide on the amount that you have.

The monthly cost is usually based on the services offered by the private residence or depending on the services that you need.

Before signing the lease, you must be clear about the services that are included in your monthly rent versus those offered at a separate cost (à-la-carte). Remember that the services for which you pay must be put on a list that is attached to the lease (an annex).

Did you know that you can negotiate your lease? The *Régie du logement* is a good source of information on this subject.

It is possible to get financial help from Revenu Québec.

- Homecare tax credits for seniors (70 years and older);
- Housing allowance for those with low-income.

The residences know about these financial programs and can help you apply for them.

## Annexe 3

### Moving to a private or a public facility?

Your first reflex may be to apply to live in a public long-term care centre. You should know, however, that eligibility for these centres is set according to strict criteria and is considered a last resort.

It is not always easy to understand the difference between private residences, public long-term care centres (CHSLDs) and intermediary resources (RI). The following table lists what sets them apart.

#### A private residence

A private residence offers, in addition to lodging and shelter, care and services as well as cultural or leisure activities for people with loss of autonomy.

Some private residences have specialized care sections. For example, they can accommodate people who need special attention.

These residences are certified by the Ministère de la Santé et des Services sociaux du Québec.

#### Public long-term care

Public long-term care is for adults who can no longer stay in their own home, despite the support of those around them. There are two types of public accommodation: the Intermediary Resource (IR) and the long-term care centre (CHSLD).

An Intermediary Resource (IR) is for people with loss of autonomy whose condition requires shelter, supervision, support, assistance and recreation services. These IRs are a public-private partnership.

A long-term care centre (CHSLD) welcomes adults with very great loss of autonomy.

#### Steps to take

- List your current and future needs, if possible;
- Decide on your budget;
- Draft a list of residences that seem interesting to you. To help, you can consult this website :  
[wpp01.msss.gouv.qc.ca/appl/K10/K10accueil.asp](http://wpp01.msss.gouv.qc.ca/appl/K10/K10accueil.asp)
- Visit these private residences. Bring a family member or friend, if possible.

#### Steps to take

- If you do not have a CLSC social worker, call the intake service at Jeffery Hale Community Services (418 684-5333, ext. 1580) so that they can evaluate your eligibility;
- If you already have a CLSC social worker, call that person directly so that they can evaluate your eligibility;
- If you are eligible for public long-term care, a social worker from Community Services will visit you and evaluate your level of autonomy. They will suggest other solutions or apply for public long-term care.