

Long-Term Care

Access Guide



**Information for people who are moving into
long-term care**



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1. PLANNING A MOVE TO LONG-TERM CARE

This handbook provides general information for people waiting to go into long-term care and their families. This can be an emotional and difficult time for you and for your family and friends. We hope that the information in this booklet will help explain the steps in the transition and provide some support around what to expect. A video explaining the access process and how to prepare is also available on the Island Health website at www.islandhealth.ca in the Home Care, Assisted Living and Long-Term Care section under Long-Term Care Options.

Long-term care offers 24-hour care for people who have complex care needs. Our safe environment supports those who can no longer be cared for in their own home or in an assisted living residence.

All long-term care homes funded by Island Health offer a comparable level of services and care. In British Columbia, all homes are either licensed under the *Community Care and Assisted Living Act* or governed by the *Hospital Act*.

What is Provided in Long-Term Care?

- A private or shared room
- Safe and secure living environment
- Medication supervision and administration
- 24-hour nursing and personal care that follows an individualized care plan
- Help with activities of daily living (bathing, eating, dressing, grooming)
- Clinical support services such as rehabilitation and social work
- Planned physical, social, and recreational activities
- Nutritious meals, including options for special diets
- Management of residents' petty cash (comfort funds)
- Basic laundry services, including personal clothes
- General hygiene supplies such as soap, shampoo, and tissues
- Routine medical supplies and basic incontinence management products
- Basic wheelchair if prescribed

What is the Difference Between Long-Term Care and Assisted Living?

Long-term care is for people who need 24-hour nursing care or may not be capable of directing their own care. They may have complex care needs that include medical, physical, and mental conditions. Those in long-term care may have already tried all other community care options (such as home support), but can no longer be safely cared for in the community.

Assisted Living is for people who are able to make their own care and safety decisions, and need a moderate level of support to maintain their independence and remain in their community. In Assisted Living settings, residents have their own living unit and receive scheduled personal care as well as hospitality services such as meals, housekeeping, and social/recreational activities.



Support for the Caregiver

Caring for a family member who is experiencing emotional, mental, or physical distress can affect all those involved. Caregivers often describe the experience as a rollercoaster ride: there are times of hopefulness and times of worry and concern. As a caregiver, please don't hesitate to let us know if you would like to have information about the services available to support you.



QUICK LINKS

- ✓ Looking for information on Island Health Services and your health? Search the Island Health website: www.islandhealth.ca
- ✓ Looking for information on our long-term care home locations? Go to www.islandhealth.ca/our-locations/residential-care-locations
- ✓ Looking for Information on such things as eligibility and costs? Search www.islandhealth.ca/learn-about-health/assisted-living-residential-care-housing/residential-care-options
- ✓ Are you looking after a family member or friend? Visit: www.familycaregiversbc.ca



2. ABOUT ISLAND HEALTH

Our Philosophy of Care

C•A•R•E• will guide everything we do:

Courage

To do the right thing - to change, innovate and grow.

Aspire

To the highest degree of quality and safety.

Respect

To value each individual and bring trust to every relationship.

Empathy

To give the kind of care we would want for our loved ones.

Ensuring Quality in Long-Term Care

All long-term care homes in British Columbia that care for three or more "vulnerable" persons must have a licence under the *Community Care and Assisted Living Act* or the *Hospital Act* and are routinely inspected.



QUICK LINKS

- ✓ Accreditation Canada:
www.accreditation.ca

Homes funded by Island Health are also required to be accredited through Accreditation Canada, which audits health-care organizations and provides a rating of the organization's compliance with a wide variety of standards. All homes are required to have a process to monitor the quality of their services and care, and to

provide opportunities for residents and families to provide feedback and share concerns.

Strength in Diversity

Vancouver Island seniors come from many different backgrounds and life experiences. Our goal to provide person-centered care can't be realized by treating everyone the same. As we learn

more about different cultures and different personal identities, we can provide care that welcomes and makes everyone feel valued, safe, and included. This is important to us.

“Cultural safety can be defined as an environment that is spiritually, socially, and emotionally safe, as well as physically safe for people; where there is no assault challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience of learning together.” ([From Cultural Connections for Learning](#))

Cultural safety is about...

- Feeling respected
- Feeling understood
- Feeling honoured
- Feeling cared for
- Feeling that who you are is important
- Feeling included in your own care
- Feeling safe to share

 **RESOURCE**

✓ Read more about Island Health’s Aboriginal Health Plan.




www.islandhealth.ca/learn-about-health/aboriginal-health



LGBTQ2s


Many of today's LGBTQ2s seniors have experienced a lifetime of discrimination based on their sexual orientation and/or gender identity and expression. A number of recent reports and articles indicate that many LGBTQ2s seniors are feeling anxious about the increased vulnerability and loss of independence that can accompany aging. Many fear they will feel the need to hide their sexual orientation or modify their gender expression in some way to receive quality care in health care, home care, and long-term care settings.

We are committed to providing safe and inclusive care for LGBTQ2 seniors. This means that we actively take steps to educate our staff and make changes to our policies and programming to create a more inclusive environment.



RESOURCES

- ✓ Who are LGBTQ2+ seniors? Look for this pamphlet on the unit or ask a social worker.
- ✓ [The BC LGBT Seniors Resource Inventory](#)
- ✓ www.sfu.ca/lgbteol



3. HOW THE APPLICATION PROCESS WORKS

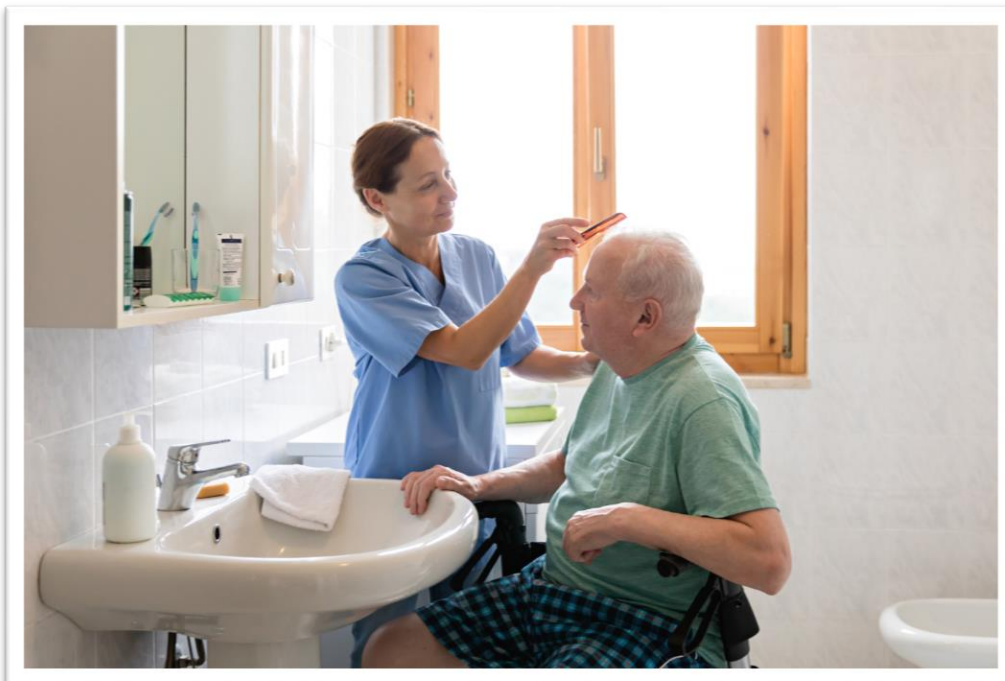
Care in Your Own Home

Island Health provides a range of services in your home and community to enhance the care and support you are receiving from family and friends. Your case manager will support you to remain in your own home as long as you are safe and your care needs can be met.

If for medical reasons you need to be in hospital, the hospital care team will help you return home to wait for placement in long-term care. When the time comes for you to move to long-term care, your case manager will guide you through the process, making sure you and your family know what to expect at each stage.

If you don't have a case manager, you can self-refer by calling the Community Access / Intake Centre for your local area.

LOCATION	PROGRAM	CONTACT NUMBERS
South Island	Victoria Community Access Centre	Local: 250-388-2273 Toll Free: 1-888-533-2273
Central Island	Nanaimo Community Access Centre	Local: 250-739-5749 Toll Free: 1-877-734-4101
North Island	Central Intake	Local: 250-331-8570 Toll Free: 1-866-928-4988



Eligibility for Long-Term Care

Eligibility for publicly-funded long-term care is regulated by BC Ministry of Health policies. You may be eligible for long-term care if you are a BC resident and a Canadian Citizen or Landed Immigrant and:

- you need 24-hour professional nursing supervision and care that cannot be adequately met in the community;
- you are at significant risk by remaining in your current living environment, and the degree of risk is not manageable within available community resources and services;
- you urgently need long-term care services;
- any illnesses causing the need for long-term care have been treated and followed up by your physician or care team;
- you don't have a caregiver, your caregiver is living with unacceptable risk to their own well-being, or is no longer able to provide the care and support you need; and
- you agree to pay the assessed client rate and any additional charges for long-term care.

Your case manager will discuss your eligibility, level of need and urgency with you before starting the application process.

Completing the Application

Your case manager will work with you to assess your care needs, review your preferences and record your care home choices. They will also review your income information with you and calculate your monthly rate. Your completed application will be submitted to an Island Health review panel to ensure completeness, and to ensure that admission decisions are made fairly. Your case manager will let you know the results of your application review.



RESOURCE

- ✓ Information about accessing long-term care is also available online at www.islandhealth.ca under Learn About Health > Long-Term Care

Financial Assessment

As part of the application process, your monthly rate for long-term care will be calculated. Your case manager or a specialized financial staff member from Island Health will meet with you to complete the financial assessment and set your monthly rate based on your income. You will need to have a copy of your Notice of Assessment from Canada Revenue Agency for the most recent completed tax year ready for this meeting. You or your legal financial decision-maker will be asked to sign an agreement to pay the monthly rate for long-term care. For more details about the monthly rate, see Section 9 of this book.

Tuberculosis Screening

Before being accepted into a care home, you must undergo initial screening for tuberculosis (TB). If you show any symptom, you must be seen by a doctor to rule out TB. Anyone with active TB cannot be admitted to care.

Client Choice

During the application process, you will have the opportunity to make a list of your preferred communities and care homes. Your case manager will help you with finding appropriate homes to add to your list. You can change your preferences at any time during the process if you wish. For more information, see Section 5 “Selecting a Long-Term Care Home”.

Spouses / Partners

If you and your spouse / partner both need admission to long-term care, we will make every effort to place you together as soon as possible. We also make it a priority to reunite spouses / partners when one is already living in long-term care and the other becomes eligible for admission. You or your spouse's / partner's case manager will let you know which care homes can meet both your needs, and will guide you through the process. Sometimes, one spouse / partner may need to move again so that a couple can be together in a care home that can accommodate both of their needs. Because care home beds are limited, it's not always possible to offer care to both spouses / partners at the same time, but your case manager will recommend ways to limit time before you can be together in a care home.

4. SELECTING A LONG-TERM CARE HOME

Which Care Homes Can Meet My Needs?

Your case manager will provide you with a list of care homes that are able to provide the type and level of care that you need. This list will be customized for you based on your specific care needs and the community or communities where you wish to live.

Learning About Care Homes

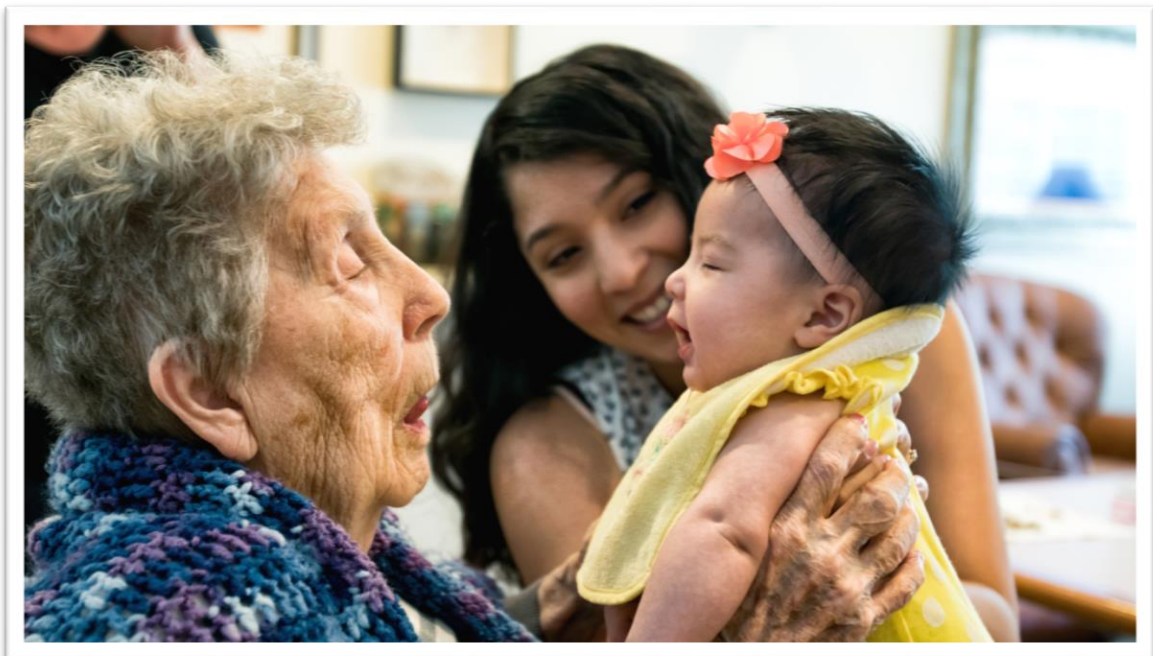
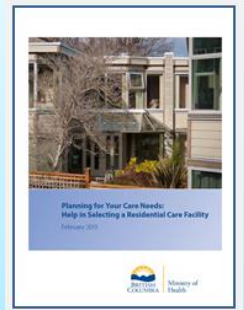
Take time to learn about the care homes on the list your case manager provides and select those you want to add to your preferred list. The 'Our Locations' page on the Island Health website (www.islandhealth.ca) provides full details, contact information and photographs for each care home. You are welcome to contact homes directly to ask about specific details or to arrange a tour.



RESOURCE

- ✓ Ministry of Health resource: *Planning for Your Care Needs: Help in Selecting a Long-Term Care Home*

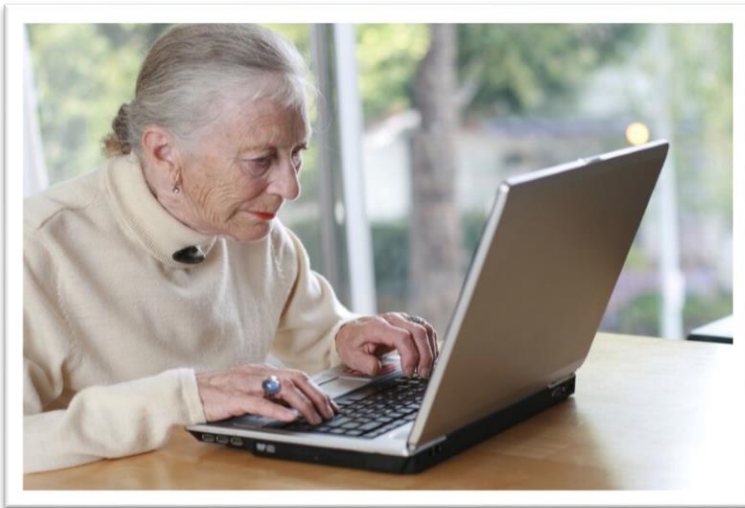
- ✓ www.health.gov.bc.ca/library/publications



Making Your List of Preferred Care Homes

You can choose up to three preferred care homes in any community of your choice. Preferred care home choices are not ranked, so an offer of care in any of your preferred homes will be considered as fulfilling your request. If there are not three care home options in your community, or if you would only like to name one or two, that is fine.

Advise your case manager of your choices, following the instructions on the front page of the list of care homes provided. You have up to 48 hours after receiving the list to make your choices, but often the time can be extended. If you need extra time, talk to your case manager.



Preferred and Interim Care Homes

Whenever possible you will be offered a bed in a care home on your preferred list. It is up to you to decide which care homes you prefer, and you can change your preferences throughout the process if you wish.

However, if your situation is highly urgent, or if you are waiting in hospital or another

facility and your preferred location is not available, you'll be asked to consider an interim care home. Interim care homes are other care homes in your preferred community that can meet your care needs, but are not on your preferred list.

You can accept care in an interim care home until a bed is available in one of your preferred care homes. Your case manager will ask you which community or communities you would consider for interim care homes. If you accept an offer of care and accommodation in an interim care home, your place will still be kept on the waiting list for your preferred care homes.

Waitlists and Wait Times

Your name will be added to the waiting list when your application for long-term care is approved and you have provided your case manager with the names of your preferred care home choices. This waiting list date will remain in effect until you receive an offer of care in one of your preferred care homes. If you accept an offer of care in an interim care home, you will retain your position on the waiting list for your preferred care home(s).

Current wait times for all care homes are available in the 'Our Locations' section of www.islandhealth.ca. Wait times listed are averages and do vary depending on number of people waiting, size of care home, number of available beds, and situations requiring emergency admissions. Please review current wait times and use this information to inform your choices and care decisions.

Changing your Preferences

You can change which care homes are listed as your preferred choices until an offer of care is made to you. Advise your case manager of any changes as soon as you make your decision.

Accessing Long-Term Care from Private Pay Locations and Other Facilities

Residents in private pay care homes can access a subsidized care home in the same way and with the same priority as those living in their own homes.

After a hospitalization or participation in a rehabilitation program, every effort will be made to help you return to your own home to wait for placement. If returning home, even with support, would result in significant unavoidable risk concerns for you or your caregiver, you may wait in hospital or another facility for admission. In this case, if a bed is not available in a care home on your list, you will be offered a bed in an interim care home.



5. GETTING READY TO MOVE

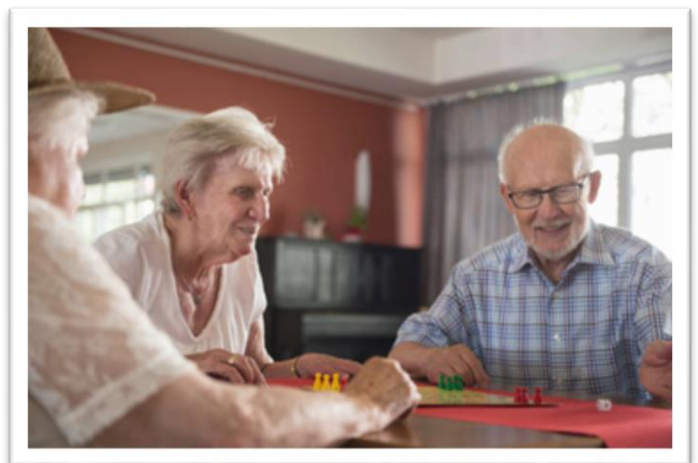
The decision to move into long-term care can be difficult, and moving day can be a busy and challenging time. Preparing in advance can help ease your move. You will not have much time between being notified of a vacancy and moving in, so we recommend that you prepare beforehand.

Important Steps to Take Before You Move

- When your placement is confirmed by phone or letter, you may be invited to tour the long-term care home. This tour is optional but may help you with the transition period.
- Before admission, confirm if your family doctor will continue to provide care after your move. If not, then you will need to work with your home to find a new doctor.
- Talk to your family and your doctor about your future wishes for health care and for end-of-life care.
- Ensure that your personal items are labeled.
- Make a list of people to tell about the change of address (see checklist).
- Organize legal documents (e.g., Will, Power of Attorney, Representation Agreement) and insurance (e.g., extended health benefits such as Blue Cross, or through Veteran's Affairs). Check to see if you qualify for financial benefits (e.g., Guaranteed Income Supplement to Old Age Security).
- Arrange for bills to be directed to your Power of Attorney for payment, or to your bank for automatic payment.
- Arrange for automatic bank deposits of incoming funds, such as pensions, investments, tax refunds.

If you are moving from home, you may need to cancel some services:

- Telephone
- BC Hydro
- Cable TV
- internet
- Other home utilities and services



Change of Address Checklist



SUGGESTIONS FOR WHO TO NOTIFY WITH YOUR NEW ADDRESS:

- | | |
|---|---|
| <input type="checkbox"/> Revenue Canada | <input type="checkbox"/> Credit cards |
| <input type="checkbox"/> Other pensions | <input type="checkbox"/> Lawyer |
| <input type="checkbox"/> Canada Pension Plan | <input type="checkbox"/> Doctor |
| <input type="checkbox"/> Social Assistance | <input type="checkbox"/> Accountant |
| <input type="checkbox"/> Medical Services Plan | <input type="checkbox"/> Dentist |
| <input type="checkbox"/> Pharmacare | <input type="checkbox"/> Newspaper |
| <input type="checkbox"/> Extended health services | <input type="checkbox"/> Magazine subscriptions |
| <input type="checkbox"/> Life insurance company | <input type="checkbox"/> Other organizations |
| <input type="checkbox"/> Banks, investment firms | <input type="checkbox"/> Family and friends |

Health Care Decisions and Legal Matters

- Ensure that your will is up to date.
- Consider giving someone you trust Power of Attorney to deal with your financial, property, and legal decisions.
- A Health Care Representation Agreement is important, so that a trusted person can be able to act as your temporary substitute decision-maker, in case you are unable to speak for yourself. This can be the same person as your legal Power of Attorney.
- Be sure that your family are aware of your wishes regarding funeral/burial arrangements.
- Have an advance care plan, which is a written summary of a capable adult's wishes or instructions to guide a substitute decision-maker, if that person is asked to make a health care treatment decision on your behalf.

- You may wish to provide an advance directive, which provides specific instructions directly to health care providers about what care or treatment you consent to, or refuse. This is more specific than an advance care plan.
- A medical order, called a MOST (Medical Orders for Scope of Treatment) could also be helpful. This is a form completed in discussion with, and signed by, your doctor. It is another way to ensure that in an urgent situation where you are unable to express your wishes about health care or life-sustaining measures, your health care team will align treatment with your wishes. Your MOST forms a part of your medical record.

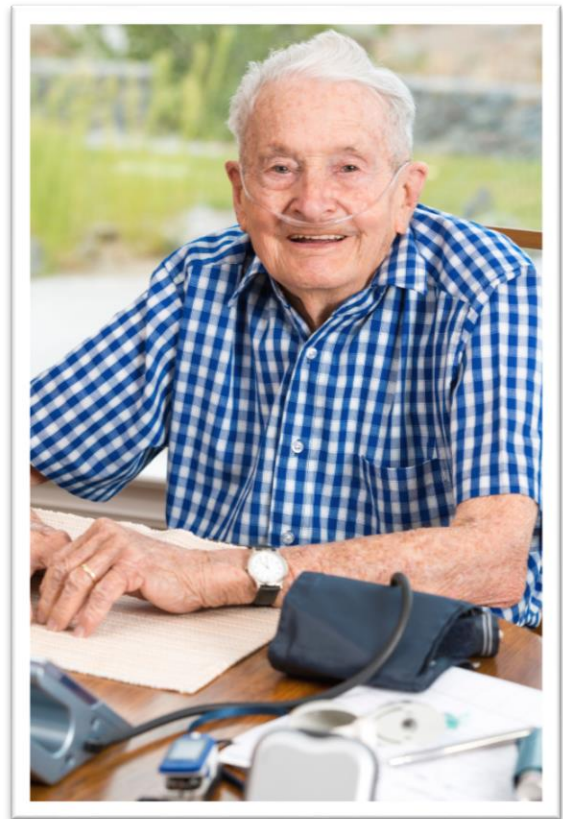
More information can be found on the Island Health public web site regarding advance care planning and the MOST.

What Will I Need to Bring?

Furniture

Note that your room may be a shared room. Rooms are equipped with a bed and mattress, a small bedside stand with drawers, and cupboard for hanging clothes. There may also be a chair. Each room has a bathroom with a toilet and sink. A nurse call system is available beside each bed and in the bathroom. Most rooms have ceiling lifts to help residents with mobility and transfer needs.

Although space is limited, you may wish to plan to personalize your area with pictures, a washable quilt or blanket, and other things that are important to you. A small radio and TV (with headphones) may also be taken with you to the care home.



Please talk to the manager of the care home when you move about what can be placed in your room. There may be limits on some furniture or other items if they could endanger others.

Valuables

All personal items that you take with you are your or your substitute decision-maker's responsibility. All items should be clearly marked with your name. Staff will make every effort to safeguard your eyeglasses, dentures, and hearing aids, however sometimes things do get misplaced or go missing. For this reason, we recommend that you have insurance for loss of items such as wheelchairs, dentures, eyeglasses and hearing aids.



QUICK TIP

- ✓ Check with your insurance agent to see if your homeowner's insurance covers losses incurred by a spouse or family member living in long-term care.

A record of your personal effects will be made when you are admitted. Let staff know if valuable items are later brought in or removed. Valuables, especially jewellery, identification, and money, should not be left at the home.

Clothing

Consider ease of dressing when you make clothing choices. We recommend that you do not buy new clothing until the care home staff have checked to see if you will need items that are adaptive and open-backed. Most homes can suggest where to find this type of clothing. Adaptive clothing is comfortable, stylish, and easy to use. It lets residents maintain their independence as long as possible.



Every effort will be made to meet personal preferences.

All personal clothing is washed and dried together in commercial machines. Items that need special care (e.g., hand wash, dry clean only) should not be left to be washed at the home. Your family member may want to take them home to wash. Remember that all clothing must be labeled with your name. For a small fee some homes will label clothing and personal items but some homes do not charge.

Suggested Clothing and Personal Items

CONSIDER BRINGING THE FOLLOWING (based on personal preference):	
<p>Undergarments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Undershirts / vests <input type="checkbox"/> Underpants or undershorts <input type="checkbox"/> Bras <input type="checkbox"/> Slips <input type="checkbox"/> Stockings or socks 	<p>Sleepwear</p> <ul style="list-style-type: none"> <input type="checkbox"/> Pyjamas <input type="checkbox"/> Nightgown <input type="checkbox"/> Housecoat
<p>Day Wear</p> <ul style="list-style-type: none"> <input type="checkbox"/> Shirts / blouses <input type="checkbox"/> Pants / skirts <input type="checkbox"/> Shorts <input type="checkbox"/> Dresses <input type="checkbox"/> Jogging suits <input type="checkbox"/> Sweaters <input type="checkbox"/> Coat or jacket (lightweight and heavyweight) 	<p>Toiletries and Personal Care</p> <ul style="list-style-type: none"> <input type="checkbox"/> Dentures, cleanser, adhesive, container <input type="checkbox"/> Toothbrush/toothpaste/denture tablets <input type="checkbox"/> Hairbrush/comb <input type="checkbox"/> Soap, deodorant (scent-free) <input type="checkbox"/> Shampoo <input type="checkbox"/> Electric razor <input type="checkbox"/> Shaving supplies, aftershave (scent-free) <input type="checkbox"/> Tissues <input type="checkbox"/> Cosmetics <input type="checkbox"/> Body lotion (scent-free) <input type="checkbox"/> Specialty incontinence products
<p>Footwear</p> <ul style="list-style-type: none"> <input type="checkbox"/> Slippers with back and non-slip soles <input type="checkbox"/> Shoes with non-slip soles 	<p>Personal Items</p> <ul style="list-style-type: none"> <input type="checkbox"/> Eyeglasses <input type="checkbox"/> Hearing aids <input type="checkbox"/> Hip protectors
<p>Other Items</p> <ul style="list-style-type: none"> <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ 	

Important safety note: Please bring only unscented products. Baby powder and talcum powder are not allowed because they can cause respiratory irritation and can create a slipping hazard.

What Items Are Not Allowed?

- Please do not take items such as real candles, electric blankets, heating pads, and hot water bottles. Battery-operated candles are OK. Sharp items, such as scissors, razor blades, or knives, are not allowed.
- Scented products, baby powder and talcum powder.
- Food preparation appliances (crockpots, kettles, etc.), which are potential fire hazards, are not allowed in residents' rooms.
- For safety reasons, electrical equipment (such as radios and TVs) taken into the care home may need to be checked by the care home's maintenance department before it can be used.

What Kind of Specialized Equipment Might I Need?

These are items that could be provided for you once in the care home based on need:

- Wheelchair (basic)
- Wheelchair cushion (basic)
- Splints
- Bed or wheelchair alarms
- Adaptive aids
(long-handled shoehorn, reachers)
- Bolsters
- Adaptive cutlery
- Heel boots
- Specialty mattress
(need therapist recommendation)

Basic wheelchairs that are medically required and prescribed will be provided at no cost. A basic wheelchair is a self-propelled, safe, durable wheelchair with a foam seat cushion. Power wheelchairs need to be purchased and maintained by the resident or family.

The home will provide cleaning and maintenance of basic wheelchairs. The cost for deep cleaning or more significant maintenance is the responsibility of the resident.

If you need to have the basic wheelchair modified for your use, you will be responsible for the cost of any modifications. The cost of specialized or customized wheelchairs is the responsibility of the resident.

Walkers, canes, and some specialized equipment, such as special cushions, are not provided. You or your family will need to buy or rent these items.

Your doctor will order oxygen therapy if appropriate. The care home staff can advise you if there are any extra costs for this. However, certain medical conditions might qualify for a subsidy from the Ministry of Health and the care home staff can help to answer these questions.

What if I Don't Have the Equipment I Need?

Long-term care homes have a limited supply of equipment that may be loaned for a brief period, according to availability and the priority of need. Discuss your equipment needs with your case manager at the time you are applying for long-term care so that arrangements can be made in advance wherever possible.

Is There Funding for Specialized Equipment?

Some residents may qualify for funding or assistance through various sources such as the Veteran's Affairs Canada, Aboriginal programs, Ministry of Social Development, or private insurance plans.

Is Power Mobility Allowed?

Power wheelchairs are assessed on an individual basis. The equipment will be inspected on admission and a resident may be required to pass a power mobility driving test. If they pass, the resident may be required to sign a power mobility contract to ensure safety for everyone. Additional driving tests may be required if a resident's ability changes. Some homes may limit the



number of power wheelchairs on the unit at one time. Eligible drivers can be on a wait list.

6. WHEN A BED IS READY FOR YOU

Offers of Care and Accommodation

You and your family will be contacted by a staff member of a long-term care home with an offer of care and accommodation (a bed for you). You will make arrangements directly with the care home to accept the offer and to plan your admission.

Timelines

After you receive an offer of a bed from one of your preferred care homes, you have up to 48 hours to accept the offer and occupy the bed. If the offer is from an interim care home, you will have up to 72 hours to accept and occupy the bed.

What if the Offer is for an Interim Care Home?

If you accept an offer of care in an interim care home, you will keep your place on the waiting list for a bed in a care home on your preferred home list when it is available. See Section 9 of this guide for details about transferring from an interim care home.

What if I Decide Not to Accept the Offer?

If you decide not to accept an offer of care, you will need to think about other options for supporting your care at home while you wait for an offer from a different care home.

If you are in hospital or another facility and decide not to accept an offer of a bed, you will need to make arrangements for immediate discharge to your home with supports that you arrange, or to a private pay location. Island Health staff will advise you what services are available to support your care at home.

You can decline an offer of care from an interim care home and remain in the same place on all other waiting lists without any change to your waiting list date.

However, if you decline an offer from one of your preferred care homes, you will receive a new waiting list date for any other preferred care homes, and will go to the bottom of the waiting lists for those homes.

7. MOVING IN

Arrival and Orientation

When you first move into a long-term care home, you and your family will be provided with an orientation and helped to settle in.

You may have:

- Some admission forms to sign
- A tour of the home
- Information about the services provided
- An introduction to staff and residents

Each home is unique. Staff will discuss any special aspects and provide information once you arrive and settle in.

You and your family are encouraged to participate in the admission process by:

- Talking about what is important to you
- Identifying key concerns
- Asking staff questions
- Making informed decisions related to your care



We encourage you to plan ahead and make notes about things you would like to talk about and questions to ask. The following sheet is provided for this purpose; bring this sheet with you to the admission if you wish.

Medications

As part of your admission planning, you will be asked to clarify which medications and supplements you're taking. Care staff will discuss your medication needs with your doctor and document them in your chart.

Although most medications are provided at no cost to residents, you may need to pay for some items. Medications must be safely and securely stored at all times. Unless otherwise specified in your care plan, medications will be stored in the medication room and dispensed by the nursing staff. Please talk to the clinical nurse leader or pharmacist about the use of herbal medications.

Comfort Fund or Trust Fund

During admission, you will have the opportunity to set up a comfort fund to hold some "petty cash" so you can make small purchases from a gift shop, pay for hair dressing services, a daily newspaper, or a treat on an outing.

Ways Your Family and Friends Can Help on Moving Day

Moving into a long-term care home is like moving to a new neighbourhood. Each person reacts differently to the move. Although it can be a welcome and positive change for residents and family members, it can also be a very stressful time, particularly for those with dementia.

The first week after a move is often unsettling. It will take time for you to feel comfortable in your new home and build trusting relationships with other residents and staff. It is not unusual to feel sad, anxious, angry, or confused.

During the first few days you may need extra support. The goal of the care team is to work with you and your family to provide that support. If able, we encourage your family and friends to help ease the transition.

On moving day, your family and friends might:

- Help the staff with information for the family and life-history form
- Help personalize your space with special photos and items that are meaningful for you
- Suggest strategies that might ease the change
- Do what they know is best for their family member

8. TRANSFERS AND MOVING TO A DIFFERENT HOME

What if I Accept a Bed in an Interim Care Home?

When you move into an interim care home, your place is automatically kept on the waiting list for your preferred care homes. You or your decision-maker may be contacted from time to time to check that you still want to move. They will also make sure that if your care needs have changed, your preferred care homes can still accommodate you.

Remaining in an Interim Care Home

Some residents find that after they become comfortable with their new surroundings, they decide to stay in the interim care home. If you would like to stay in your interim care home, contact the LTC Access office directly (250) 519-5388 or LTCAccess@viha.ca. You can then be taken off the waiting list for transfer to another home.

Changing Your Preferences

If, while you are in an interim care home and you change your mind about the care homes on your preferred list, contact the LTC Access office directly at (250) 519-5388 or LTCAccess@viha.ca to advise of your new selections. An Access staff member will review your options with you, confirm that your new preferences can meet your care needs, and place you on the correct waiting lists. If you are in an interim care home, you will keep your original waiting list date for any added or changed preferences.



If you are already living in a preferred care home but would like to move to a different care home, you can do so. In this case you will be given a new waiting list date, effective the date that you make your request.

Contact the LTC Access office directly at (250) 519-5388 or LTCAccess@viha.ca to ask for a transfer. An Access staff member will review your options with you, and advise which care homes can meet your care needs. The 'Our Locations' section of the Island Health website (www.islandhealth.ca) has information to help you choose a new care home. Once you confirm your new choice or choices with the LTC Access office, you will be given a new waiting list date for the care homes on your new preferred list.

When a bed becomes available for you in your new care home, you will be contacted directly by the care home staff with the offer of care. You will have 48 hours to accept the offer and occupy the bed. Any costs associated with this move are your responsibility.



9. COSTS IN LONG-TERM CARE

What Will It Cost to Live in Long-Term Care?

Cost of long-term care starts at a minimum rate set by the Ministry of Health and increases according to the resident's taxable income, to a maximum amount. The cost is set at 80% of your annual after tax income, as submitted by you to Revenue Canada. The rate is updated annually.

Make sure that you complete your taxes annually. If your taxes are not submitted by the Canada Revenue Agency deadline, your rate will default to the maximum amount. If you have questions about your long-term care rate, or concerns about your ability to pay the rate, please speak with your case manager.

Before you move in, your case manager will advise you of the rate and any other associated charges or fees. You, or your substitute decision-maker, will be asked to sign an agreement relating to your financial responsibility.

What Other Expenses May There Be?

- Moving in and out costs
- Personal transportation, including to medical and dental appointments
- Ambulance charges
- Personal clothing and labeling
- Dry cleaning costs or laundering of items that need special attention
- Personal preference in care items, such as tissues, shampoo, deodorant, toothbrush, toothpaste, razors, comb/hairbrush, dentures and supplies,
- Personal TV and cable charges
- Personal telephone connection and monthly charges
- Eye glasses and examinations
- Hearing aids and batteries, including replacement batteries
- Dentist visits, dental hygienist visits
- Foot care services



QUICK LINK

- ✓ For more information about services and costs associated with long-term care, see the Government of BC's Home & Community Care [policy manual](#) (chapter six).

- Barber and hairdressing services
- Purchase or rental of specialized equipment for your use
- Repair and maintenance of your specialized equipment
- Hip protectors
- Cost of bus trips, outing and meals costs when you are away from the home
- Your newspaper and magazine subscription fees
- You may be charged for both prescription medications and over-the-counter medications, including vitamins, herbal remedies, and some specialized medications
- Funeral and burial arrangements

Determining Your Monthly Rate

Your case manager or a specialized financial staff member from Island Health will meet with you to complete the financial assessment and set your monthly rate based on your income. You will need to have a copy of your Notice of Assessment from Canada Revenue Agency for the most recent completed tax year ready for this meeting.

You are required to file taxes every year in order to be eligible to access and remain in subsidized long-term care. If you need assistance with this or other financial affairs, please make necessary arrangements with your Power of Attorney, a trusted family member or friend, financial professional or volunteer agency.

If you are concerned that paying your monthly rate will cause you or your dependents to incur financial hardship, please discuss your circumstances with your case manager.



10. ADDRESSING CONCERNS AND COMPLAINTS

Your case manager is available to support you and your family through the process of accessing long-term care. If you have any questions or concerns, please speak with your case manager.

We welcome feedback about your experiences with Island Health. If you have a compliment or a complaint about the service provided, we encourage you to speak with the person who provided the service or that person's manager. It is best to talk about your concerns when they happen.

If you are uncomfortable talking to the manager or your concern remains unresolved, we recommend that you speak to the Patient Care Quality Office (PCQO). (See the *Concerned About Quality of Care* booklet below.)

The PCQO will listen to you and formally register your concern; work with you to resolve it; respond within 40 business days to explain their actions and decisions. Your feedback can help to improve the quality of service provided.



RESOURCE

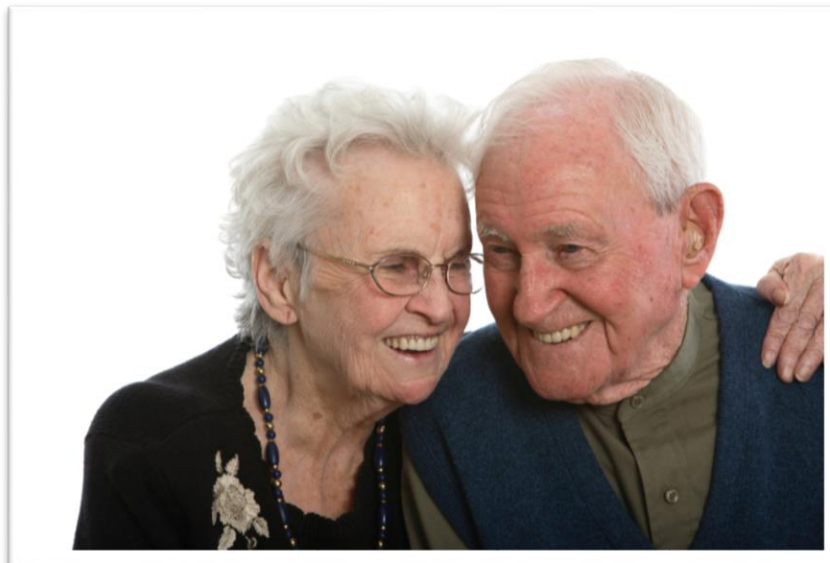
Concerned about quality of care? Contact Island Health's Patient Care Quality Office:

- ✓ Call: 1-877-977-5797
- ✓ Email: patientcarequalityoffice@viha.ca
- ✓ www.islandhealth.ca/patients-visitors/patient-care-quality-office

Concerned about
quality of care?
Let us know.



BRITISH COLUMBIA
Ministry of
Health Services





Long-Term Care Access

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