



St. Thomas - Elgin

Domiciliary Hostel Standards

March 2007

TABLE OF CONTENTS

| | |
|---|-----------|
| INTRODUCTION | 1 |
| Program Description and Objective | 1 |
| Background | 1 |
| Standards Development | 2 |
| Roles and Responsibilities | 2 |
| 1.0 PROGRAM ADMINISTRATION | 4 |
| 1.1 Eligibility Criteria | 4 |
| 1.2 Home Criteria | 4 |
| 1.3 Intake Process | 4 |
| 1.4 Tenant Absence | 5 |
| 1.5 Confidentiality | 5 |
| 1.6 Tenant Files | 5 |
| 1.7 Serious Incidents | 7 |
| 1.8 Personal Needs Benefit – Process | 8 |
| 1.9 Personal Needs Benefit and other Financial Resources – Management | 8 |
| 1.10 Staff Qualifications | 10 |
| 1.11 Staffing Levels | 11 |
| 1.12 Staff Conduct | 12 |
| 1.13 Insurance | 12 |
| 1.14 Inspection | 12 |
| 1.15 Transfer and Discharge | 13 |
| 2.0 HOSTEL OPERATIONS | 14 |
| 2.1 Physical Safety | 14 |
| 2.2 Health and Safety | 15 |
| 2.3 Medication Management/Drug Storage | 16 |
| 2.4 Telephones | 16 |
| 2.5 Furnishings | 16 |
| 2.6 Bedrooms | 17 |
| 2.7 Bathrooms/Washrooms | 17 |
| 2.8 Kitchens | 18 |
| 2.9 Common Areas | 19 |
| 2.10 Linens | 19 |
| 2.11 Water | 19 |
| 2.12 Heating/Cooling | 20 |
| 2.13 Garbage | 20 |
| 2.14 Physical Accessibility | 20 |
| 2.15 Lighting | 20 |
| 2.16 Ventilation | 21 |
| 2.17 Windows | 21 |
| 2.18 Smoking Areas | 21 |
| 2.19 Housekeeping | 21 |

| | |
|--------------------------------|-----------|
| 3.0 HOSTEL SUPPORTS | 22 |
| 3.1 Activities of Daily Living | 22 |
| 3.2 Tenant Well-Being | 22 |
| 3.3 Tenancy Agreements | 23 |
| 3.4 Access to Home | 23 |
| 3.5 Privacy | 24 |
| 3.6 Rights/Responsibilities | 24 |
| 3.7 House Meetings | 24 |
| 3.8 Conflict Resolution | 25 |
| 3.9 Meals/Nutrition | 25 |
| 3.10 Menus | 26 |
| 3.11 Bedrooms – Personal Use | 26 |
| 3.12 Home Entertainment | 26 |
| 3.13 Transportation | 27 |
| GLOSSARY | 28 |

INTRODUCTION

Program Description and Objective

The Domiciliary Hostel Program is intended to support vulnerable adults with special needs to maintain safe housing and to access supports both in the domiciliary hostel and in the community, which foster and promote independence and social inclusion. As such, the Domiciliary Hostel Program is one form of permanent housing for vulnerable adults with a wide range of special service needs such as persons with mental illness, physical and/or developmental disabilities, and/or the frail and elderly.

The objective of the Domiciliary Hostel Program is to provide:

- A residential living environment that is safe and supportive for all tenants;
- A client-focused environment where tenants are supported in a manner that meets individual needs (e.g. tenants have access to a range of structured and unstructured programs); and
- Permanent housing insofar as it continues to meet the tenant's needs.

Background

The *Ministry of Community and Social Services Act* provides Consolidated Municipal Service Managers (CMSM) with the discretion to enter into agreements with private or non-profit operators for the provision of accommodation, meals and limited services to individuals 'in need'. While the *Act* provides detail on provincial-municipal funding mechanisms, up until recently, there has been no provincial legislation, regulations or program guidelines that articulated service expectations or standards for domiciliary hostels.

The March 2006 Ontario budget contained a government commitment to develop 'common service standards' for the Domiciliary Hostel Program. Over a five month period, the Ministry of Community and Social Services (MCSS) worked closely with key stakeholders including municipalities, operators, tenant representatives and partner ministries to develop a program framework for the Domiciliary Hostel Program. The resultant September 2006 *Domiciliary Hostel Program Framework* is intended to clarify, strengthen and support the municipal role in the delivery of the Domiciliary Hostel Program and in particular, to identify provincial expectations for standards that CMSMs are to develop and implement within their local programs. In order to continue to access provincial funding for the Domiciliary Hostel Program beyond March 31, 2007, CMSMs are required to meet all of the expectations outlined in their service contract with MCSS including the development and monitoring of standards.

As the Consolidated Municipal Service Manager for the City of St. Thomas and the County of Elgin, the City of St. Thomas has received provincial funding towards the operation of a Domiciliary Hostel Program since 1998. Since that time, the City has maintained a service agreement with one or more privately owned domiciliary hostels to provide subsidies on behalf of thirty-six (36) tenants.

Standards Development

St. Thomas – Elgin Ontario Works has developed these Domiciliary Hostel Standards in accordance with the MCSS *Domiciliary Hostel Program Framework*. The Standards encompass the following principles as articulated by the Ministry of Community and Social Services:

- The City of St. Thomas, the community and individuals have a shared interest in the appropriate housing of vulnerable adults living in their community;
- As the service system manager for homelessness, the City of St. Thomas has the authority to purchase the domiciliary hostel services that best meet local needs; and
- Funding for the domiciliary hostel program is used for the purposes intended.

Through the implementation of these Standards, the City of St Thomas has shown its commitment to ensure that its Domiciliary Hostel Program is delivered in such a way that vulnerable individuals with special needs who are homeless or at risk of being homeless gain permanent housing and support in a manner that provides choices and independence, respects diversity, and ensures value and public accountability.

The Standards also serve as the framework to monitor purchased services and will therefore form part of the service agreement between the City and domiciliary hostel operators.

Roles and Responsibilities

The roles and responsibilities of the Ministry of Community and Social Services are:

- To enter into a service contract with St. Thomas – Elgin Ontario Works for the funding and delivery of the program
- To collect and evaluate quarterly reports
- To set performance targets, conduct quarterly variance analysis and to follow-up with St. Thomas – Elgin Ontario Works in cases where there is a significant variance between target and actual service data
- To monitor financial accountability
- To conduct compliance reviews of the St. Thomas – Elgin Domiciliary Hostel Program

The roles and responsibilities of St. Thomas – Elgin Ontario Works are:

- To manage the local Domiciliary Hostel Program
- To enter into service agreements with domiciliary hostel operators
- To set standards to meet the expectations outlined in the MCSS *Domiciliary Hostel Program Framework*
- To review the standards on a regular basis and make amendments as necessary
- To monitor compliance with service agreements and standards
- To take remedial action where required

- To verify that all tenants subsidized under the Domiciliary Hostel Program are eligible under the mandate of the program
- To verify that all eligible tenants receive their monthly Personal Needs Benefit
- To report to the Ministry as per normal reporting procedures

The roles and responsibilities of domiciliary hostel operators are:

- To provide housing and services to tenants in accordance with the service agreement and standards
- To comply with all applicable federal, provincial, and municipal laws, bylaws, regulations, codes, orders and directives
- To enter into Tenancy Agreements with tenants
- To monitor the personal suitability of tenants to the accommodation being provided
- To link with appropriate community-based programs and services
- To issue the Personal Needs Benefit to tenants
- To report serious occurrences to St. Thomas – Elgin Ontario Works and cooperate fully with any follow-up which is required
- To take remedial action regarding complaints as quickly and effectively as possible
- To cooperate with and report to St. Thomas – Elgin Ontario Works for the purposes of carrying out the CMSM's obligations with regard to the Domiciliary Hostel Program

1.0 PROGRAM ADMINISTRATION

1.1 Eligibility Criteria

- A) An individual's eligibility for the Domiciliary Hostel Program shall be considered from two perspectives – the individual's functional abilities including their need for support with activities of daily living, and his or her need for affordable housing.
- B) The Operator shall confirm the following prior to approving an individual for tenancy:
- The individual is at least eighteen years of age; **and**
 - The individual is a vulnerable adult with special needs who requires supervision in activities of daily living; **and**
 - The individual is a recipient of mental health services, has a mental health diagnosis or exhibits symptoms that are diagnosable and have been documented by a health care professional; **and/or**
 - The individual has a physical and/or developmental disability which has been verified by a health care professional, hospital or referral source, **and/or**
 - The individual is a frail, elderly person; **and**
 - The individual's care requirements do not exceed the mandate of the domiciliary hostel or the ability of staff to provide the necessary care; **and**
 - The individual is in receipt of Ontario Works, Ontario Disability Support Program or has another source of income (e.g. Old Age Security, Canada Pension Plan) which is less than the combined total of the per diem and the Personal Needs Benefit; **and**
 - The individual has liquid assets that do not exceed the level permitted under Ontario Disability Support Program.

1.2 Home Criteria

- A) A private or non-profit operator must demonstrate that they are able to comply with all aspects of the Domiciliary Hostel Standards and with all applicable federal, provincial, and municipal laws, bylaws, regulations, codes, orders and directives prior to the City entering into a service agreement for the provision of domiciliary hostel services.

1.3 Intake Process

- A) The Operator shall conduct an assessment of the prospective tenant's functional abilities, including their need for support with activities of daily living, and of their appropriateness for tenancy including their potential 'fit' with other tenants. Should the prospective tenant be considered appropriate for tenancy in the domiciliary hostel, the Operator shall contact the Director of Ontario Works to request that an application for subsidy be completed.
- B) The Director of Ontario Works, or his or her designate, shall meet with the prospective tenant to assess eligibility for subsidy.

- C) The Operator shall not admit an individual who requires a level of care that the Operator is not normally able to provide.

1.4 Tenant Absence

- A) The Operator shall notify the Director of Ontario Works within twenty-four (24) hours or on the next working day of the Ontario Works Department, that a tenant has been admitted to hospital, is otherwise absent for any reason, or that the care that has been provided is no longer adequate or required by the tenant.
- B) The Operator shall notify the Director of Ontario Works within twenty-four (24) hours or on the next working day of the Ontario Works Department that the tenant intends to move from the hostel or has been accepted for placement in other suitable accommodation, or for placement in a long term care facility.
- C) The Director of Ontario Works may authorize the payment of the approved per diem for any subsidized tenant who is absent from the domiciliary hostel for any reason (e.g. hospitalization, family visit) for a maximum of twenty-eight (28) days in any twelve month period. When such absences occur as a result of hospitalization, the Operator must provide the Director with a confirmed date of discharge and intention to return to the domiciliary hostel for the approved per diem to be paid. Any additional payments shall be at the complete discretion of the Director of Ontario Works.

1.5 Confidentiality

- A) The Operator shall assist the City to comply with its obligations under the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) with respect to the collection, use, disclosure, and storage of each tenant's personal information and the Operator shall comply with applicable privacy legislation.
- B) The Operator shall protect the tenant's confidentiality in accordance with the *Personal Health Information Protection Act*.
- C) The Operator shall ensure that a tenant's personal information is only disclosed with the signed consent of the tenant or the tenant's legal representative. Exceptions to this Standard may be made only in cases of life and death, if a tenant is threatening harm to his/her self or to someone else, or if so ordered by a court.

1.6 Tenant Files

- A) The Operator shall ensure that tenant files are kept confidential and are stored in a secure area.
- B) The Operator shall ensure that each tenant file includes:

- Personal Information
 - The name of the tenant
 - Birth date, Health Card Number and Social Insurance Number
 - Name and contact information of next of kin and legal representative (if applicable)
 - The tenant's address prior to admission to the hostel
 - A personal and family history
 - An up-to-date photograph of the tenant
 - A written record of clothing, valuables and other personal effects brought by the tenant to the hostel
 - Date of admission and circumstances leading to admission to the hostel
 - Date of discharge
 - The name and address of the person or institution into whose charge the tenant was discharged, or of the person claiming the remains in the event of the death of a tenant
- Medical Information
 - Name and contact information of physician
 - Medical history
 - Known allergies and special dietary requirements
 - Medication prescribed
 - Log of medical and other health-related appointments
 - Hospital admissions during tenancy
- Personal Care Information
 - Safety/security risk assessment
 - Extent of tenant's ability to independently perform activities of daily living, type of assistance required and services to be provided
 - Unusual or serious occurrences
 - A log of the conduct and behaviour of the tenant including but not limited to, participation in in-house or community activities, changes in the tenant's condition, and care provided
 - A log of tenant absences
 - Details of the tenant's involvement with community agencies, professionals or advocates
 - A statement of future plans for the care and maintenance of the tenant prepared every six months
- Correspondence sent to and from the Operator with respect to the tenant
- Tenancy Agreement, Care Home Information Package and House Rules (signed by the tenant)
- Appropriate consent forms (signed by the tenant)

C) The Operator shall ensure that the files of all former tenants are retained for a period of seven years from the date of discharge or transfer. The destruction of such files must be undertaken in such a manner as to protect the confidentiality of the former tenant.

D) The Operator shall ensure that tenants have reasonable access to their files. Should the tenant request a copy of any personal record it should be provided at no cost to the tenant.

1.7 Serious Incidents

A) The Operator shall immediately notify the Director of Ontario Works of each serious incident (as defined below) and submit within twenty-four (24) hours or on the next working day of the Ontario Works Department, a serious incident report in the manner stipulated in Appendix A regarding every serious incident of fire, assault, injury or disruptive behaviour involving any tenant of the hostel, staff or otherwise occurring in the hostel. Serious incident shall mean:

- Any death of an individual which occurs while a tenant in the hostel;
- A serious injury of a individual which occurs while a tenant in the hostel including: (a) a serious accidental injury while in attendance at the hostel or while receiving any service from the hostel/operator; (b) an injury caused by the hostel or anyone providing service there; or (c) an injury to a tenant which is non-accidental, including self-inflicted or unexplained, which required treatment by a medical practitioner including a nurse or dentist;
- Any alleged abuse or mistreatment of a tenant which occurs while residing at the hostel or participating in a hostel program or service including all allegations against staff or a temporary care provider pertaining to the abuse or mistreatment of a tenant;
- Any alleged abuse or mistreatment of staff done at the hands of a tenant including all allegations against tenants pertaining to the abuse or mistreatment of staff;
- Any situation where a tenant is missing, in accordance with Ontario Works requirements or otherwise where the Operator considers the matter to be serious;
- Any disaster such as a fire on the premises;
- Any incidents requiring police intervention;
- Any suspected or confirmed communicable disease;
- Any complaint concerning the operational, physical or safety standards of the hostel that is considered by the Operator to be of a serious nature;
- Any complaint made by or about a tenant, or any other serious occurrence concerning a tenant, that is considered by the Operator to be of a serious nature.

Within the parameters of the preceding definitions, the Operator is responsible for determining whether an incident is deemed to be a serious occurrence as defined by these Standards and whether, therefore, it should be reported to the Director of Ontario Works.

B) The Operator shall ensure that tenants are informed of their right to report a serious incident to the Director of Ontario Works. Tenants must be protected from eviction and/or unfair treatment following such direct reporting of a serious occurrence or the voicing of a complaint.

C) The responsibility to immediately inform the Director of Ontario Works of any serious incident does not preclude the obligation of the Operator to contact the proper authorities including but not limited to St. Thomas Police Service, Fire, Hospital Emergency Room, tenant next-of-kin and/or the Elgin County Health Unit.

- D) The Operator shall submit to the Director of Ontario Works an annual summary and analysis report with respect to serious incident involving the hostel and its tenants and staff.

1.8 Personal Needs Benefit – Process

- A) The Personal Needs Benefit is intended to be general spending money for the tenant for items and services such as barber or hairdresser appointments, cigarettes, clothing, transportation expenses for non-medical reasons, and other sundry expenses. It is not intended for the purchase of personal hygiene supplies which must be provided by the Operator (shampoo, soap, deodorant, toothpaste, toothbrush, toilet tissue, facial tissue, hairbrush, comb, razor, shaving cream, feminine hygiene products).

1.9 Personal Needs Benefit and Other Financial Resources – Management

- A) Tenants are responsible for the management of their Personal Needs Benefit and other financial resources.
- B) The Operator may assist in managing a tenant's Personal Needs Benefit and other financial resources upon the signed consent of the tenant or the tenant's legal representative.
- C) The Operator shall keep a financial file for each tenant, separate from the tenant personal file. The files shall be kept in a protected location and secured against unauthorized access in order to maintain privacy and confidentiality.
- D) The Operator shall establish and maintain a Tenants' Trust Account as a non-interest bearing mixed trust account in a chartered bank, trust company, or a Province of Ontario Savings Office.
- E) The Operator shall ensure that all moneys received by or on behalf of any tenant or from any trustee acting on behalf of a tenant, together with any amounts otherwise received for safekeeping on behalf of a tenant shall be deposited into the Tenants' Trust Account, subject to limited cash amounts held on hand where appropriate and necessary.
- F) The Operator shall, upon request, provide a tenant or a trustee acting on behalf of a tenant, with a written receipt for money received for deposit in the Tenants' Trust Account or to be otherwise held by the Operator to the credit of a tenant.
- G) The Operator shall maintain:
- A record of account, separate from the business records of the Operator, showing all deposits and withdrawals from the Tenants' Trust Account, the name of the tenant for whom such a deposit or withdrawal is made, and the date for each deposit or withdrawal.

- A separate individual record for each tenant for whom monies are handled, showing all withdrawals and deposits to the Tenants' Trust Account for that tenant and, in addition, the purpose and particulars of all monies disbursed from cash held on hand by the Operator for the subject tenant, where directly to the tenant or to that tenant's representative, or spent for the tenant by the Operator, and showing clearly the balances being held to the credit of the tenant as cash on hand and in the Tenants' Trust Account, at all times.

H) The Operator shall act as trustee with respect to all funds held in cash or on deposit for tenants and shall be responsible for the receipt and disbursement of all monies held in the Tenants' Trust Account and of all monies otherwise kept by the hostel for safekeeping on behalf of any tenant, and as trustee, the Operator shall be at all times responsible for the maintenance of an appropriate record keeping system, including detailed and up to date records of all such trust monies, supported by receipts or other documentation where available and in all cases duly noted in the above mentioned itemized individual financial records to be kept in respect of each tenant.

I) Monies held in trust shall mean both monies in the Tenants' Trust Account and monies held for tenants in cash or in cheques on hand and shall be deemed to include:

- Monies received by or on behalf of the tenant pursuant to the Ontario Income Tax Act, or any other Tax Act, directly or indirectly, in respect of property tax credits, sales tax credits, old age pensioner credits, GST credits and any other credits or rebates
- The Personal Needs Benefit received by or on behalf of the tenant

In any case unless by written direction of the person providing a particular amount, and in all circumstances with respect to any part of the monies referred to above, trust monies described in this agreement shall never be used for bed or lodgings at the hostel, nor for any costs, charges for services or fees in respect of any manner, service or thing which the Operator is specifically obliged, or mutually intended by reasonable interpretation, to provide or supply under these standards, unless such funds with respect to a particular tenant accumulate to the point of exceeding the current liquid asset policy of the St. Thomas – Elgin Ontario Works, thereby reducing or terminating the tenant's eligibility for Ontario Works funding.

J) The Operator shall ensure that tenants' spending money or personal discretionary funds shall not be accumulated as cash on hand and shall not be held in cash continuously for more than a one month period. While it may be in the best interests of some tenants to have spending money conveniently and safely held by the Operator as cash on hand, any residue or accumulation of cash belonging to a tenant is to be deposited monthly or more frequently to the Tenants' Trust Account. For example, in the case of each tenant who is granted a monthly Personal Needs Benefit in an amount approved by the City, such allowance is to be paid over to each tenant for personal use, provided that to the extent such amounts are not requested by the tenant or otherwise paid out by the Operator for the personal use or

enjoyment of the tenant within one month or less of being received, the said funds shall be placed on deposit in the Tenants' Trust Account and retained there until the unused balance can be applied to that tenant's personal use and enjoyment, or, where possible transferred to that tenant's trustee, or guardian for property, for investment or other use on behalf of the tenant.

- K) In those instances where a tenant's trustee or representative has provided money to the Operator for the tenant subject to certain stipulations as to the use or purpose of the money, the Operator shall make subject money available to the tenant only in accordance with the written instructions of the trustee or representative.
- L) With respect to the mixed Tenants' Trust Account and to each tenant on whose behalf any money is received for safekeeping or is deposited in the trust account to the credit of such tenant, the Operator shall retain in his possession for a period of not less than six (6) years:
- The deposit books, deposit slips, monthly bank statements, cheque books and cancelled cheques applicable to the trust account;
 - The Operator's records of the Tenants' Trust Account and of individual tenant finances as outlined above;
 - The written receipts referred to above;
 - The written instructions of trustees or representatives referred to above.

And at any time and from time to time on written demand of the tenant, or his or her representative, trustee or guardian, the Operator shall make the foregoing documentation available for inspection at reasonable hours during any business day.

- M) The Tenants' Trust Account established under this Standard and the aforementioned individualized records of transactions involving each tenant's funds shall be audited annually by a chartered accountant or licensed public accountant. An annual financial statement of the Account and an auditor's report regarding same and regarding said individual records shall be provided to the Director of Ontario Works no later than the last business day of March each year. In addition, informal audits or inspections of the record keeping pertaining to the Trust Account and/or any or all of the individual records of tenant's funds may be conducted, with the Operator's full cooperation and in confidence as to the tenants' personal financial information, on reasonable notice at such reasonable times as the Director of Ontario Works may deem appropriate.

1.10 Staff Qualifications

- A) The Operator shall ensure that staff supervising tenants or providing care and support to tenants:
- Are at least eighteen years of age
 - Are legally eligible to work in Canada
 - Are literate in spoken and written English
 - Have a level of education and/or experience as follows:

- At least three (3) years relevant experience working with vulnerable individuals; or
 - A secondary school diploma and at least six (6) months relevant experience working with vulnerable individuals; or
 - A suitable level of education achieved through community college, university or other accredited institution
- B) The Operator shall obtain an acceptable Canadian Police Clearance Certificate from each staff member prior to the commencement of their duties. On an annual basis, the Operator shall invite all current employees to cooperate in submitting an acceptable Canadian Police Clearance Certificate on a voluntary basis.
- C) The Operator shall ensure that written job descriptions describing responsibilities and scope of function are available for all staff positions.
- D) The Operator shall ensure that all staff receives a copy of his/her job description, an orientation to his/her particular job, the hostel's policies and procedures, and the staff Code of Conduct.
- E) The Operator shall ensure that each staff member is provided with opportunities to participate in workshops or seminars on topics relevant to his/her work with vulnerable adults with special needs and to his/her specific duties.
- F) The Operator shall ensure that all staff obtain First Aid and CPR certificates within their first year of employment and keep their certificates current thereafter.
- G) The Operator shall ensure that at least one staff member possessing a Food Handler Certificate is on duty at all times during food handling and preparation.
- H) The City recommends that all staff have a pre-employment TB skin test, immunization against Hepatitis B and an annual influenza vaccination.

1.11 Staffing Levels

- A) The Operator shall ensure that an identifiable person is appointed or designated at all times to be accountable for the management, operation and maintenance of the hostel.
- B) The Operator shall ensure that a minimum of one (1) direct care staff member whose primary duty is the supervision of tenants is in attendance at the hostel at all times, 24 hours per day.
- C) The Operator shall ensure that at all times a sufficient number of direct care staff whose primary duty is the supervision of tenants is on duty to ensure compliance with the Agreement and the Standards, to ensure the safety of tenants, and to adequately meet tenant needs.

- D) The Operator shall consult with the Director of Ontario Works regarding any change in the regular staffing schedule pattern which would alter the regular allocation of staff over the 24 hour daily schedule.
- E) The Operator shall ensure that a nurse registered under *The Nurses Act* is available on call at all times and that information explaining how to call the nurse in cases of emergency be clearly and legibly displayed throughout the hostel.
- F) The Operator shall ensure that sufficient kitchen and housekeeping staff are in attendance at all appropriate times to provide for the preparation of meals and for the general cleanliness of the hostel.

1.12 Staff Conduct

- A) The *Employment Standards Act and Regulations* and the *Ontario Human Rights Code* govern the Operator and hostel staff.
- B) The Operator shall ensure a staff Code of Conduct outlining professional behaviour is established, posted within the hostel's premises and adhered to.
- C) The Operator shall ensure that harassment and abuse policies are established and adhered to by staff.
- D) Under no exception shall an Operator or staff member become involved in a personal relationship with a tenant outside of the hostel or enter into a sexual relationship with a tenant.
- E) The Operator shall ensure that no staff member conducts a physical search of any kind on a tenant's person. He/she will consult with the police should there be reasonable suspicion of illegal or dangerous situations.

1.13 Insurance

- A) The Operator shall provide and maintain during the term of its Agreement with the City, public liability, bodily injury and property damage insurance coverage in an amount not less than Three Million Dollars (\$3,000,000) inclusive, with an insurance company approved by the City.
- B) The Operator shall provide to the City annually, a certified copy of the coverage naming the City and the Operator jointly as insured.

1.14 Inspection

- A) The Operator shall permit the Medical Officer of Health, the Fire Chief or Fire Inspector, a Building Inspector, and inspector designated by the Ministry of Community and Social Services, the Director of Ontario Works and/or any of their representatives and representatives of the City to enter the domiciliary hostel at any reasonable time to inspect any facilities on the premises and to ensure that the

tenants are living under reasonable social conditions, and the Operator shall not do or permit anything to obstruct or prevent any such officials from so entering the premises.

- B) The Operator shall ensure that at least once a year, there is a successful inspection of:
- The hostel conducted by fire officials
 - The hostel conducted by public health officials
 - Heating equipment and chimneys by a qualified equipment supplier
 - Fire extinguishers, fire safety alarms, hose and standpipe equipment by a qualified fire equipment supplier
 - Heating, cooling and electrical equipment by a qualified supplier
- C) The Operator shall maintain and submit to the Director of Ontario Works, a copy of all successful or unsuccessful inspections made by any duly authorized municipal, provincial or federal inspector or qualified equipment supplier, including preventative maintenance and equipment service reports.
- D) The Operator shall ensure that at least once a month an inspection of fire extinguishers, hose and standpipe equipment is completed by hostel staff.

1.15 Transfer and Discharge

- A) The Operator shall ensure that transfer and discharge policies and procedures are established and maintained.

2.0 HOSTEL OPERATIONS

2.1 Physical Safety

- A) The Operator shall comply with all police, fire and sanitary regulations and all by-laws, laws and lawful orders and regulations imposed by any municipal, provincial or federal authority and will observe and obey the regulations and other requirements governing the operation of the hostel.
- B) The Operator shall ensure that the interior and exterior premises are free from hazards to ensure the safety of tenants, staff and visitors.
- C) The Operator shall ensure that access to stairwells and exits are free from obstruction and flammable materials.
- D) The Operator shall ensure that the following are installed and are in a good and safe condition:
 - Handrails on at least one side of any stairway
 - A structurally sound balustrade or guard rail in good repair on all open sides of a stairway, landing, raised porch or balcony or roof to which access is provided
 - Stair treads covered with an acceptable non-skid and fire retardant material
- E) The Operator shall ensure that elevators are maintained, inspected and display valid licenses.
- F) The Operator shall ensure that there is adequate protection from radiators and other heating sources.
- G) The Operator shall ensure that there are at least two separate means of egress to the outside from floors with sleeping accommodation.
- H) The Operator shall ensure that staff, and so far as possible, tenants are instructed in the method of sounding the fire alarm.
- I) The Operator shall ensure that written procedures for monthly fire drills are in place, that fire drills are practised at least monthly using the fire alarm to initiate the drill, and that a log is maintained outlining same.
- J) The Operator shall ensure a written procedure, including the duties of staff and tenants in accordance with the *Fire Protection and Prevention Act*, is established and followed when a fire alarm is called.
- K) The Operator shall ensure that emergency evacuation procedures are posted in a conspicuous place within the hostel's premises. The Operator shall ensure that all staff are trained in emergency evacuation of the hostel and in the use of fire

extinguishers and all tenants are informed of the evacuation plan when they become a tenant or as soon thereafter as is practical.

- L) The Owner shall ensure that written procedures are in place for other emergency situations such as medical emergencies, power failures and extreme heat or air quality alerts.
- M) The Operator shall ensure that an inspection of the building, including the equipment in the kitchen and laundry, is made each night to ensure there is no danger of fire.
- N) The Operator shall ensure that all doors to stairwells, all fire doors and all smoke barrier doors are kept closed at all times.

2.2 Health and Safety

- A) The Operator shall ensure that policies and procedures are in place to promote the health and safety of tenants, staff and visitors in accordance with the *Occupational Health and Safety Act* and the WHMIS regulation.
- B) The Operator shall ensure that a First Aid Kit is available on the hostel's premises and is located in a safe and easily accessible location to all staff. The First Aid Kit must be checked and updated after every use.
- C) The Operator shall ensure that all requirements for the prevention, handling and reporting of communicable diseases, as prescribed by the Medical Officer of Health, are complied with. The Operator shall ensure that routine practices (universal precautions) are followed at all times.
- D) The Operator shall ensure that a staff member who has a communicable disease which might place tenants and/or staff at risk shall not continue to report for work until he/she is free of the communicable disease.
- E) The Operator shall ensure that in case of emergency, a call to 911 is a first priority. In addition, emergency phone numbers including those of police, fire department and ambulance, are to be posted near every telephone.
- F) The Operator shall ensure that telephone services by extensions or portable cell telephones are conveniently located throughout the premises to facilitate emergency calls and to summon assistance.
- G) The Operator shall ensure that the interior and exterior premises are free from vermin and pests at all times.
- H) The Operator shall ensure that parking areas, sidewalks, entrances, exits and roadways are cleared of snow and ice.

2.3 Medication Management/Drug Storage

- A) The Operator shall ensure that drugs prescribed for tenants are dispensed by local pharmacies.
- B) The Operator shall permit tenants to self-administer prescribed drugs with the approval of and under the direction of a health care professional, and shall ensure that the self-administration of prescribed drugs is monitored and supervised by a person or persons competent to do so. Tenants who are able to self-administer their medication must have access to a locked, secure area in which to store their medication.
- C) The Operator shall ensure that all prescription drugs that are to be managed by the Operator are:
 - Kept in locked drug cabinets
 - Made available only to those tenants for whom and in the manner in which they have been prescribed by a physician
 - Provided directly to tenants with an accurate amount of liquid
 - Needles/sharps/syringes/vials/ampoules are to be disposed of in a bio-hazardous container immediately after use
 - Needles and syringes are not capped but placed immediately into a bio-hazardous container
 - Bio-hazardous containers are disposed of according to guidelines for toxic waste
 - Unused or out-dated medications are returned to the pharmacist supplier
 - Routine practices (universal precautions) procedures are followed
- D) The Operator shall ensure that any staff member administering drugs is at least eighteen (18) years of age; is able to read and follow directions; and is able to recognize and identify tenants. The staff member must sign or initial the medication charts as drugs are handed out.
- E) The Operator shall ensure that over the counter medication is kept in a safe location available only to designated staff.

2.4 Telephones

- A) The Operator shall ensure that a non-pay telephone for local calls is available for the use of tenants 24 hours per day. Such a telephone must be located in a setting that offers privacy for tenants.

2.5 Furnishings

- A) The Operator shall ensure that all household items are of a type, quality and quantity adequate to the needs of the tenants and in keeping with a home-like atmosphere.

2.6 Bedrooms

- A) The Operator will not permit any tenant to occupy for sleeping purposes any space in the hostel used as a lobby, hallway, closet, bathroom, kitchen, laundry room, dining room, communal area, stairway, cellar, furnace or utility room.
- B) The Operator shall ensure that each bedroom accommodates a maximum of three tenants.
- C) The Operator shall ensure a minimum of 140 square feet for each two bed room and a minimum of 210 square feet for each three bed room exclusive of storage space for clothing and personal belongings.
- D) The Operator shall ensure that tenant's beds are placed such that no part of the bed is closer than 30 inches to another bed and such that no bed overlaps a window or radiator.
- E) The Operator shall ensure that each bedroom has a minimum ceiling height of 7 feet 6 inches and that each bedroom contains at least one window capable of being opened directly to the outside.
- F) The Operator shall ensure that each tenant is provided with a bed, mattress, a bedside table, lamp, chair and a towel rack (towel rack to be available in the bedroom or bathroom). All of these items must be clean and in good repair.
- G) The Operator shall ensure that mattresses have a minimum width of 36 inches and are safe, sanitary and in good repair. Where possible, mattresses are covered with a flame-retardant and moisture-retardant material.
- H) The Operator shall ensure that each tenant is provided with a separate clothes closet or private personal space for the storage of personal effects.
- I) The Operator shall ensure that each bedroom is lockable from the inside. The Operator shall have an access key to each bedroom for use in an emergency situation and/or for cleaning.

2.7 Bathrooms/Washrooms

- A) The Operator shall ensure that the number of sanitary facilities are, at least:
 - One (1) washbasin for every six tenants;
 - One (1) flush toilet for every six tenants; and
 - One (1) bathtub or shower for every ten tenants
- B) The Operator shall provide at least one wash basin and toilet on each floor that is used by tenants.

- C) The Operator shall ensure that each facility is divided and enclosed to ensure privacy for tenants.
- D) The Operator shall ensure that commode chairs and bathing chairs are available at all times.
- E) The Operator shall ensure that each toilet and each bathtub have at least one grab bar or similar device of a type that will ensure the safety of tenants.
- F) The Operator shall ensure that each bathtub/shower stall is furnished with slip resistant material that adheres to the bottom of the tub/shower stall.
- G) The Operator shall ensure that each washroom, bathroom, shower/bath has a lock, which can be easily released from the outside in case of an emergency.
- H) The Operator shall ensure that where one or more tenants are confined to wheelchairs, there is at least one accessible washroom, toilet and shower.
- I) The Operator shall ensure that washrooms are equipped with an adequate supply of common toiletries such as toilet tissue and dispensing soap.
- J) The Operator shall ensure that sanitary facilities are equipped with receptacles of durable construction that can be easily cleaned, to hold either used towels, other soiled linen, or waste materials.
- K) The Operator shall ensure that shared and public washroom fixtures are cleaned and sanitized at least once each day and/or more frequently if necessary. Private bathroom fixtures must be cleaned and sanitized at least once per week.

2.8 Kitchens

- A) The Operator shall ensure that all food storage, preparation and service areas meet the requirements of the Food Premises Regulations under the *Health Protection and Promotion Act*.
- B) The Operator shall ensure that hand washing facilities are designated and equipped with soap in a dispenser and with single service towels in a dispenser.
- C) The Operator shall ensure that all food is stored on racks or shelves that are not less than 15 cm above the floor.
- D) The Operator shall ensure that all kitchen surfaces, appliances and cooking utensils are maintained in a clean and sanitary manner at all times.
- E) The Operator shall ensure that all cleaning and hazardous materials are stored in an area separate from that in which food supplies are stored.

2.9 Common Areas

- A) The Operator shall ensure that an eating area is available to tenants that is large enough to accommodate at least 50% of the tenants at one time.
- B) The Operator shall ensure that an indoor communal area (available between the hours of 7:00 a.m. and 11:00 p.m.) is provided to permit tenants to gather together for the purpose of recreation, crafts, games and conversation.
- C) The Operator shall ensure that an outside recreation and sitting area is provided for tenants and that it is maintained in a safe and sanitary condition.
- D) The Operator shall ensure that furniture in the indoor communal area and in the outside recreation and sitting area is clean and in good condition.

2.10 Linens

- A) The Operator shall provide a quantity and quality of linen and bedding to ensure the comfort of tenants. It is recommended that, at minimum, one pillow and pillow case, two sheets, two blankets or one blanket and one comforter, be supplied to each tenant.
- B) The Operator shall provide each tenant with a bath towel, hand towel and face cloth which will be changed at minimum once per week.
- C) The Operator shall assume the cost of laundry and linen supplies.
- D) The Operator shall ensure there are sufficient linen supplies to ensure that bed linen is changed once per week and/or more frequently as required.
- E) The Operator shall collect and launder tenants' personal clothing at least once per week at no cost to the tenant.
- F) The Operator shall provide tenants with access to a washing machine, laundry soap, dryer, iron and ironing board (at no fee to the tenant) should the tenant wish to attend to his/her own personal laundry.
- G) The Operator shall ensure that laundry rooms are separated by construction from any food preparation or storage areas.

2.11 Water

- A) The Operator shall ensure the hostel water supply system meets the tenants' needs for potable water and for hot water.
- B) The Operator shall ensure that the water used by tenants does not exceed 49°C (120°F) and is controlled by a device, inaccessible to tenants, that regulates the temperature.

- C) The Operator shall conduct monthly checks to ensure that the maximum hot water temperature does not exceed 49°C (120°F) and shall record the findings in a log book containing the date and signature of the individual conducting the check.
- D) The Operator shall ensure that hot water heaters are set to 60°C to minimize bacterial growth in hot water.

2.12 Heating/Cooling

- A) The Operator shall ensure that the hostel is maintained at an average temperature of 22°C (71.6°F).
- B) The Operator shall ensure that during periods of extreme heat, at minimum, air fans and sufficient drinking water are actively provided to tenants. Where possible, a room with air conditioning is to be provided.

2.13 Garbage

- A) The Operator shall ensure that all garbage, rubbish, flammable material and other debris is removed daily from the hostel and disposed of in a manner satisfactory to the local municipality.
- B) The Owner shall ensure that rubbish and garbage is stored in receptacles that are covered with tight fitting lids, that are insect and rodent proof, and that are watertight.

2.14 Physical Accessibility

- A) The Operator shall maintain at all times, access to the main level of the hostel for wheelchairs and persons with mobility challenges, with all ramps, railings and entry doorways for this purpose to be constructed and maintained to the current standards of the *Ontario Building Code*, Municipal Property Maintenance By-law, Municipal Accessibility Plans/by-laws and any updates or amendments thereto.
- B) The Operator shall not admit a tenant dependent on a wheelchair, walker or scooter unless the hostel is accessible to the mobility aid.
- C) The Operator shall ensure that each tenant's physical disability or functional limitations (e.g. vision or hearing loss) are able to be fully accommodated.

2.15 Lighting

- A) The Operator shall ensure that the levels of illumination required under the *Ontario Building Code* and the *Ontario Fire Code* are maintained during all hours of operation.

- B) The Operator shall ensure that all lighting equipment provides illumination for the use of all indoor and outdoor spaces, including all hallways, stairways, landings, ramps and at all entrances and exits (including the exterior of the front and back doors).

2.16 Ventilation

- A) The Operator shall ensure that every room is ventilated by natural or mechanical means and is designed and installed in accordance with the *Ontario Building Code* so as to remove excess heat, humidity and odors.

2.17 Windows

- A) The Operator shall ensure that all operable windows have an attached screen in proper working order and appropriate window coverings to provide privacy and to prevent the entry of flies and other pests.

2.18 Smoking Areas

- A) The Operator shall ensure that all smoking areas are in compliance with the *Smoke Free Ontario Act*.

2.19 Housekeeping

- A) The Operator shall maintain the premises, its furnishings and equipment in a safe and clean condition and in a good state of repair.
- B) The Operator shall ensure that written housekeeping assignments and/or routines are in place.
- C) The Operator shall ensure that all furniture including couches, chairs and tables are cleaned and dusted at least once per week and household equipment is kept in safe working order.

3.0 HOSTEL SUPPORTS

3.1 Activities of Daily Living

- A) The Operator shall ensure that all tenants are encouraged to perform activities of daily living to the best of their ability.
- B) The Operator shall ensure that tenants are assisted with the activities of daily living (e.g. dressing, eating, personal hygiene, bathing, toileting) at a level required to meet the individual needs of tenants.
- C) Where it is in the best interests of a tenant to receive support and/or assistance with his or her personal care or activities of daily living from an external third party, the Operator shall cooperate fully in ensuring that such support and/or assistance is made available.
- D) The Operator shall ensure that tenants receive appropriate and reasonable adult guidance, support, and supervision to increase and/or improve their skills in performing daily living activities.
- E) The Operator shall assist tenants in obtaining a suitable quantity of clean, weather appropriate clothing (at no expense to the Operator).
- F) The Operator shall require that tenants maintain a satisfactory level of personal hygiene and bathe at least once per week.

3.2 Tenant Well-Being

- A) The Operator shall provide a residential living environment which promotes and enhances the independence and healthy living of tenants including the ability of tenants to participate in decisions about their personal care and health needs.
- B) The Operator shall ensure that tenants have access to social, recreational, leisure, entertainment, educational and spiritual activities or to other programs according to each tenant's personal interests and preferences, either within the domiciliary hostel or by referral to community resources.
- C) The Operator shall ensure that encouragement is given to the preservation, maintenance and development of family relationships, social contacts and positive community relationships.
- D) The Operator shall ensure that linkages are established with community-based providers of health and social services.
- E) The Operator shall ensure that tenants have access to and shall encourage participation in programs and services that would enhance their individual well-being

and independence (e.g. mental health day programs, self-help groups, life skills training).

- F) The Operator shall encourage tenants to participate in the daily operation of the home (e.g. meal planning and preparation, housekeeping, laundry, decorating, gardening) to the best of their ability. Such work shall not be an unpaid substitute for adult staff, nor punishment, nor work for keep.
- G) The Operator shall provide a bulletin board to post notices of in-house and community events, evacuation procedures, etc.
- H) The Operator shall post a weekly schedule regarding tenants' laundry days and tenants' bath schedules.
- I) The Operator shall ensure that all tenants are provided with adequate and appropriate medical care including:
 - At least annual appraisal of health, vision, dental and hearing status of the tenant
 - Medication or treatment in accordance with the directions of the tenant's physician including such special diets as the physician directs
 - Coordination with and tenant access to community health programs including immunization programs

3.3 Tenancy Agreements

- A) The Operator shall enter into a written Tenancy Agreement with each tenant who is admitted to the domiciliary hostel. The Tenancy Agreement shall be signed by the tenant, retained in the tenant's file and a copy provided to the tenant in accordance with the *Residential Tenancies Act*.
- B) The Operator shall provide each tenant with a Care Home Information Package (CHIP). The CHIP shall be signed by the tenant and a copy retained in the tenant file.

3.4 Access to Home

- A) The Operator shall ensure that tenants have access to the domiciliary hostel on a twenty-four (24) hour basis. Tenants shall be allowed to come and go based on individual schedules but shall observe common courtesies regarding late night access to the domiciliary hostel. No tenant shall be prohibited access to the hostel based on hour of entry.
- B) The Operator shall ensure that tenants have the right to have visitors at the domiciliary hostel as long as the visitors do not interfere with the privacy and rights of other tenants or the usual operation of the hostel.

- C) The Operator shall allow health care and/or support professionals access to tenants within the domiciliary hostel and shall cooperate fully with such professionals.

3.5 Privacy

- A) The Operator shall ensure that all mail received and sent by tenants is unopened.
- B) The Operator shall make every effort to provide a private space for a tenant for visits with family, friends, advocates, service providers, etc.
- C) The Operator shall not enter a tenant's bedroom without knocking first and asking permission to enter unless there is an emergency where the tenant's or another tenant's safety is in question.

3.6 Rights/Responsibilities

- A) Tenant and Operator rights and responsibilities shall be adhered to as legislated in the *Residential Tenancies Act*.
- B) The Operator shall ensure that services are provided in an atmosphere of dignity and respect for all tenants.
- C) The Operator shall ensure that the fundamental human rights of tenants are respected at all times including the right to privacy, confidentiality of personal records, the right to have opinions heard and to be included, to the greatest extent possible, when any decisions are made which affect their lives.
- D) The Operator shall not subject tenants to physical restraints of any kind.
- E) The Operator shall ensure that tenants are not subjected to emotional, physical or sexual violence or to threats of violence or abuse.
- F) Where a tenant's refusal to attend to their personal care infringes upon the rights of other tenants, the Operator shall discuss this matter with the tenant in private and in a manner which at all times respects the tenant's rights and dignity.
- G) The Operator shall establish House Rules including tenant rights and responsibilities and shall provide a copy of those rules to each tenant upon admission and shall post house rules in a location that is accessible to tenants and staff.
- H) The Operator shall inform and assist tenants in accessing advocacy and support agencies available to them which can assist them in promoting their rights.

3.7 House Meetings

- A) The Operator shall offer regular house meetings for the purpose of providing tenants with the opportunity to:

- Discuss the operation of the domiciliary hostel and other related matters
- Participate in house discussions with staff
- Have a forum for information sharing
- Have an opportunity for mediation and resolution of tenant disputes within the home
- Facilitate the house meeting with the encouragement and support of staff

3.8 Conflict Resolution

- A) The Operator shall ensure that policies and procedures are in place to manage written or verbal complaints regarding the domiciliary hostel and its services and to respond to requests or suggestions made by a tenant or a tenant's representative or advocate.
- B) The Operator shall respond professionally, appropriately and in a timely manner to all written and verbal requests, complaints or suggestions. The Operator shall ensure that confidentiality is respected at all times. Records should be maintained which detail the nature of the request complaint or suggestion, the date received, the feedback provided, the actions taken to resolve the issue and the follow-up required.
- C) The Operator will inform the Director of Ontario Works of any written or verbal complaints received and the proposed resolution of the complaint within 24 hours of receiving the complaint or if on the weekend, on the next business day. The Director of Ontario Works will follow-up with the Operator within three business days to ensure the successful resolution of the complaint.
- D) The Operator shall establish protocols for conflict resolution between the Operator and a tenant, staff and tenants, and tenants and tenants.

3.9 Meals/Nutrition

- A) The Operator shall serve meals which are appetizing, prepared and served at the correct temperature and time, and are culturally appropriate.
- B) The Operator shall ensure that tenants are served a minimum of three meals per day, snacks between meals and access to beverages in addition to water with all snacks and meals.
- C) The Operator shall ensure that the time intervals between each meal are regular but flexible in response to other household routines and activities.
- D) The Operator shall ensure that meals will meet the special dietary needs of tenants requiring a diet for treatment or maintenance of good health.
- E) The Operator shall arrange for a medical or nutritional assessment for tenants who appear to be undernourished, underweight or overweight.

- F) The Operator shall ensure that upon advance notice, a meal is set aside or a bag/box lunch is prepared for tenants who are absent during a meal period to attend school, treatment, employment or other activity.
- G) The Operator shall ensure there is sufficient equipment and facilities to serve meals in other rooms when necessary due to illness.

3.10 Menus

- A) The Operator shall ensure that menus are planned to provide balanced nutrition, variety from each of the food groups according to *Canada's Food Guide to Healthy Eating*, and include alternate choices at each meal.
- B) The Operator shall ensure that menus are planned at least one week in advance and are posted in a conspicuous place within the hostel. Every menu shall bear the date of posting and shall be retained on file for ninety (90) days following such date.
- C) The Operator shall encourage tenants to participate in menu planning, food purchase and meal preparation as is practical and as desired by the residents.
- D) The Operator shall ensure that the menu offers a main meal including a hot entrée served at noon time or in the evening.

3.11 Bedrooms – Personal Use

- A) The Operator shall ensure that each bedroom is comfortable for sleeping and engaging in quiet activities. Residents shall be free to decorate their rooms and hang wall adornments to their own taste unless such adornments are offensive to others sharing the room or pose a safety hazard.
- B) The Operator shall allow tenants to have their own radio, television and clock in their bedroom in keeping with safety requirements and the house rules.
- C) The Operator shall ensure that bedroom doors are lockable from the inside and the Operator shall have an access key to each room for use in an emergency situation and/or for cleaning.
- D) The Operator shall ensure that tenants have access to their bedrooms at all times.

3.12 Home Entertainment

- A) The Operator shall provide at least one television for tenant's use in the common area.

3.13 Transportation

- A) The Operator shall assist tenants in accessing transportation to medical and health-related appointments and to social, recreational, leisure, spiritual, educational or employment activities.

Glossary

This glossary is intended to provide a clear understanding of some of the key words and terms used in the Domiciliary Hostel Standards and as understood by the City of St. Thomas.

Advocate: An individual that supports and assists a tenant to express his or her wishes, to understand his or her rights, and to facilitate his or her access to required services.

Agreement: A mutual and legally binding understanding between the City and an Operator as to their respective rights and obligations.

Canada Pension Plan (CPP): Disability or survivor benefits available to the tenant as a result of the tenant's or tenant's spouse's contributions to the Canada Pension Plan.

Communicable Diseases: Illnesses caused by microorganisms and transmitted from an infected person to another person. Some diseases are passed on by direct or indirect contact with infected persons or with their excretions. Such diseases include diphtheria, measles, mumps, whooping cough, influenza, scarlet fever and small pox.

Consolidated Municipal Service Manager (CMSM): Municipalities and District Social Services Administration Boards to which the Province of Ontario has devolved responsibility for the management and delivery of Ontario Works, child care, and social housing. Some CMSMs are also responsible for land ambulance and public health.

Director of Ontario Works: The senior staff member of St. Thomas – Elgin Ontario Works and/or his or her designate.

Domiciliary Hostel Program: A discretionary program managed by CMSMs that provides permanent accommodation, limited services to vulnerable adults with special needs, and 24-hour supervision.

Liquid Assets: Assets that are readily converted to cash including bank accounts, guaranteed investment certificates, bonds, stocks. Other assets such as funds held in trust, insurance policies and retirement savings plans may or may not be considered as 'liquid' depending upon the terms specified.

Medical Officer of Health: The Medical Officer of Health for Elgin County as defined by the *Health Protection and Promotion Act*.

Ministry: The Ministry of Community and Social Services of the Province of Ontario

Ontario Disability Support Program (ODSP): Under the authority of the *Ontario Disability Support Program Act* income support is provided for people with disabilities and employment support is provided for people with disabilities who want to work. All applicants are assessed to identify whether they are persons with disabilities and whether they meet the financial criteria of the Program.

Ontario Works (OW): Under the authority of the *Ontario Works Act*, temporary employment and financial assistance is provided to people in financial need including single people, couples with and without children, and sole support parents.

Operator: The owner, corporation or Board of Directors under agreement with the City of St. Thomas.

Routine Practices: The standard preventative measures to be taken by those in contact with persons affected by a communicable disease to avoid contracting or transmitting the disease. Staff and volunteers must avoid all contact with moist body substances by the use of personal protective equipment (e.g. non-porous gloves) and work practices. Routine practices apply to blood, all body fluids, secretions and excretions, non-intact skin, and mucous membranes. Careful handling and disposal of sharp medical instruments such as hypodermic needles are also included in routine practices.

Service System Manager: A CMSM with responsibility for local service system planning, resource allocation and reallocation, accountability and quality assurance as designated by the Province of Ontario. The Corporation of the City of St. Thomas has been so designated by the Province of Ontario for the purposes of social assistance, social housing, homelessness, and child care.

Staff: The Operator of a domiciliary hostel and their employees and volunteers.

Tenant: Any vulnerable adult with special needs who is residing in a domiciliary hostel.

Tenant's Representative: A person who assists the tenant in expressing his or her wishes and in understanding his or her rights. A representative may be a family member or friend designated by the resident or a legally designated representative appointed under the *Substitute Decisions Act*.

Vulnerable Adult with Special Needs: Any individual experiencing mental illness, substance abuse issues, developmental delays, cognitive impairment, organic/acquired brain injury, and/or who is frail and elderly.