



**SOCIAL SERVICES DEPARTMENT
DOMICILIARY HOSTEL STANDARDS**

Infrastructure & Development/
Social & Health Services Committee
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Domiciliary Hostel Standards

Introduction

The domiciliary hostel program is a homelessness prevention program administered by Consolidated Municipal Service Managers (CMSM) and delivered primarily by for-profit operators.

Domiciliary hostel housing is intended for vulnerable adults with limited financial resources who require some supervision and support with activities of daily living but who are not eligible for long-term care. Tenants are individuals with special needs, such as developmental disabilities, mental health issues, the frail and elderly population and individuals with addiction issues.

CMSMs have been directed by the Ministry of Community and Social Services to develop local standards and guidelines for the delivery of the Domiciliary Hostel program based on a provincial framework. The provincial framework is intended to clarify, strengthen and support the municipal role in the delivery of the domiciliary hostel program and identifies minimum provincial expectations for standards development and implementation in forty categories.

Queen's Lodge and Wallis Residential have entered into Agreements with the County of Lambton, as the CMSM, and receive a per diem to provide tenants with permanent accommodation and supports for daily living.

It is the objective of the domiciliary hostel program to provide:

- a 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 (i.e.... tenants have access to a range of structured and un-structured programs);
- permanent housing insofar as it continues to meet the tenant's needs.

Domiciliary hostels are permanent homes for their tenants. Services that may be available to tenants in a domiciliary hostel include assistance with the activities of daily living; supervision of medication administration; access to health professionals; community supports and integration.

The Domiciliary Hostels under Agreement with the County of Lambton are required to follow the Domiciliary Hostel Standards and Guidelines 2007 as provided by the County.

Program Administration

1.1 Eligibility Criteria

The operators shall accept a referral for placement received from the health care system, family members or an agency. A letter is required from a physician to indicate that an individual requires assistance to complete their activities of daily living.

A referral form is completed and a medical consent form is signed.

The referring agency and residence staff attempt to ensure an appropriate placement for the individual prior to the intake interview.

An applicant may be denied residency if the person does not fit into the lifestyle of the tenants already living in the home.

Some instances where an application has been denied include:

- safety reasons (volatile behaviour);
- communicable diseases;
- violent history;
- sex offender.

Subsidy rates and entitlement is determined by the County of Lambton, Social Services Department (see 1.8 and 1.9).

1.2 Home Criteria - Domiciliary Hostel

The owner of a domiciliary hostel shall ensure that the following are current and in place:

- an inspection report from the local fire department indicating that the domiciliary hostel meets fire safety standards in accordance with the Fire Protection and Prevention Act (Fire Code) and the Building Code (see 1.14);
- an inspection report from the Medical Officer of Health indicating that the domiciliary hostel meets environmental standards, in accordance with the Health Protection and Promotion Act (see 1.14);
- a statement from the local municipality certifying that the domiciliary hostel complies with local property standards by-laws or Provincial Property Standards;
- copies of any other license currently held by the domiciliary hostel.

Copies of inspection reports or licenses are to be supplied upon request and/or be made available for review by the County of Lambton upon request.

1.3 Intake Process

The intake interview takes place at the residence, usually with the applicant accompanied by a family member, advocate or Canadian Mental Health Association professional.

Pre-admission

In considering the suitability of the individual for admission the owner/staff shall assess the following factors:

- the individual meets eligibility criteria outlined in 1.1 of these standards;
- the individual is 18 years of age or older (clients under 18 will be considered on a case-by-case basis);
- the individual has a serious mental disability and has had a psychiatric assessment;
- the individual requires long term housing and assistance with activities of daily living (personal care, housekeeping, health care, medication management, etc.);
- the care, accommodation and supervision needs of the individual can be met by the domiciliary hostel;
- the individual requires some level of supervision on a 24 hour basis and the level of support needed by the client can be met by the domiciliary hostel;
- the individual will benefit from the domiciliary hostel admission.

Prior to admission into a domiciliary hostel, staff shall determine whether the individual is under a power of attorney and whether the Public Guardian and Trustee have been named as attorney.

The potential tenant/or person making application on behalf of a potential tenant shall be fully informed about payment obligations. The individual will be informed of appropriate applications and assessments such as ODSP, CPP etc.

Admission

The owner shall ensure the new tenant will be made aware of the domiciliary hostel procedures and rules, and completes the necessary forms for entry into their new residence.

Files

The operator must ensure that all necessary files, records and documents pertaining to the admission of a tenant shall be complete, kept up-to-date and placed in appropriate safe storage while the tenant remains in the domiciliary hostel.

Information that may be placed in the file should include, but is not limited to:

- the tenant's legal name;
- the name and address of substitute decision maker or next-of-kin;
- all known information regarding specific care needs of the individual and medication, including prescription information;
- name/address of health professionals with whom the tenant is in contact;
- any known allergies and medical condition (i.e. epilepsy);
- any other relevant information.

1.4 Tenant Absence

The owner should ensure policies and procedures are in place pertaining to tenant absences that indicate the following:

- tenants are free of any restrictions on leaving and entering the domiciliary hostel unless a court appointed personal guardian is empowered to impose such restrictions and has communicated this to the owner;
- tenants should notify staff when they will be absent from the domiciliary hostel so as not to disrupt home routines or cause avoidable concerns for their health and safety;
- the owner/staff shall notify the police of all situations where a tenant's whereabouts is unknown in excess of twenty four (24) hours and similarly, notify these sources of a tenants return;
- when a tenant's intended leave of absence is for more than 72 hours owner/staff will assist the tenant in making alternate arrangements for medication;
- the owner shall ensure that the medication belonging to a tenant is sent with that tenant when he/she is on a leave of absence, transferred or discharged;
- all such medication shall be in their original labeled container.

Absences – Medical

The owner/staff shall immediately advise the County of Lambton of a hospital admission and discharge. Subsidy is provided for a maximum of fourteen (14) days when the tenant is away from the domiciliary hostel due to hospitalization.

Absences – Vacation

When a leave of absence, other than for medical reasons, is expected to exceed two (2) weeks duration, the owner/staff will inform the County of Lambton within one week of the commencement of the leave. Subsidy is provided for a maximum of fourteen (14) days when the tenant is away from the domiciliary hostel. Approval from the County is needed should the tenant leave the province.

Departing the Domiciliary Hostel

The owner/staff shall immediately advise the County of Lambton when the tenant leaves the domiciliary hostel. Per diem subsidy will not be paid for the day of a tenant's discharge.

Deaths

The owner/staff shall notify the County of the death of a tenant and be aware of their responsibilities regarding notification, documentation and any required actions.

1.5 Confidentiality

The owner shall ensure policies and procedures are in place pertaining to confidentiality which ensures the following:

- information concerning tenants shall be kept confidential by owner/staff, including all written or verbal information received about a tenant;
- informed consent shall be provided by the tenant/substitute decision maker before any information is released to anyone who requests information concerning the tenant;
- a Form 14 under the Mental Health Act should be completed for use when sharing information about a tenant who is not capable of providing reasonable and rational information relating to their own condition;
- every effort shall be made to ensure that the tenant fully understands the purpose of sharing the information;
- where a tenant is not competent to consent, the Crown Court or a Magistrate's Court may order a person to a hospital specified by the court for a report on his mental condition (Section 35 of the Mental Health Act);
- the owner/staff shall not substitute decision-makers for any tenant;
- the owner has procedures concerning the sharing of information about a tenant in an emergency situation, such as in a medical or safety-related emergency (fire, police, hospital) where the tenant is unable to communicate necessary personal information.
- in accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 (MFIPPA) the owner ensures that a written confidentiality policy is in place;
- the collection, use, disclosure and storage of all personal information under contractual arrangement with the County is subject to MFIPPA;
- the confidentiality policy must include statements concerning the privacy, security and confidentiality of tenant information as well as statements concerning the removal or destruction of hard copy or electronic files, and tenant access to personal information and records.

All documents and records pertaining to tenants shall be destroyed after the tenant has not had further contact with the domiciliary hostel for five (5) years.

1.6 Tenant Files

The owner/staff shall keep records of, among other things, specific aspects of the tenant's experience in the domiciliary hostel.

Records shall be kept including the name of tenant; birth date; next of kin, guardian or power of attorney; date of admission; medical history; hospital admissions during residence; unusual occurrences; all financial account/management details; copy of Tenant Agreement and copy of Power of Attorney if applicable.

All documents and records pertaining to tenants shall be stored in locked and secure cabinets (see 1.3 Intake Process-Files).

Tenants shall be allowed to examine and make a copy, but not remove, a file which pertains to them and to insert statements or corrections to their files/records.

1.7 Serious Incidents

Incident Reporting

When a serious incident/occurrence takes place or is suspected, the owner/staff shall ensure the tenant is provided with immediate medical attention and when warranted will notify the local police. The owner/staff shall subsequently complete an incident report.

All significant/serious incidents must be reported. This shall be reported by the owner to the County within 24 hours of the occurrence or if it is on a weekend, on the next business day and a copy of the incident report is to be forwarded to the County.

The owner shall establish procedures for contacting the police, hospital, tenant's attending physician and the County of Lambton in the event of a serious incident.

Serious incidents/occurrences include:

- death of a tenant;
- any situation where a tenant's whereabouts is unknown;
- any injury to a tenant which occurs in the domiciliary hostel or in the community (i.e. participating in a program);
- any injury to a tenant caused by owner/staff;
- whenever a tenant complains of an injury whether or not owner/staff are aware of the occurrence/accident;
- any accident whether or not the tenant involved sustains apparent injuries and requires medical treatment;
- any suspected abuse or mistreatment of a tenant or any threat thereof;

- any suspected assault of a tenant;
- any situation involving a tenant that poses serious risk to the safety and security of self or others, including injuries to tenants which are non-accidental, including self inflicted, or unexplained, and which require treatment by a medical practitioner, including a nurse or dentist;
- any disaster; such as a fire.

1.8 Subsidy Process

Funding is provided by the County to the domiciliary hostel in accordance with municipal eligibility criteria, subject to Ministry of Community and Social Services maximums. The subsidy amount is the difference between tenant income and the per diem maximum amount. The per diem maximum is contained in the Domiciliary Hostel Agreement between the County of Lambton and the agency.

Domiciliary hostels are paid the per diem rate based on occupancy.

The program is intended to provide subsidy funding to individuals deemed eligible who require this type of care based on the care requirement factors, such as medical need, financial need and the suitability of the placement. In the absence of any one of the care requirement factors (i.e. medical, financial or suitability) an application for subsidy may be denied.

Tenants may be admitted to the domiciliary hostel prior to approval from the County of Lambton, with the consideration that upon completion of the application for assistance and subsequent eligibility decision, the grant date will reflect the first day at the residence. Applications are usually completed within 48 hours of the referral being made, with a 30 day window for the tenant to submit the required documentation for the County of Lambton Social Services file.

1.9 Personal Needs Benefit - Management

Personal Needs Allowance is an amount set by the terms of the Domiciliary Hostel Agreement between the County of Lambton and the agency, subject to Ministry of Community and Social Services maximums. It is the tenant's discretionary money and will not be used for items that are the responsibility of the Domiciliary Hostel operator.

The owner shall ensure policies and procedures are in place for the distribution and management of the Personal Needs Allowance for tenants, including those with a Public Guardian and Trustee.

Staff, with the tenant's written consent, may assist the tenant in managing their spending money. If the owner manages the Personal Needs Allowance for a tenant, there shall be a ledger or receipt book indicating the amount and date when money was issued; and a receipt signed by the tenant each time he or she receives money from the

owner. These financial ledgers or book shall be kept in a safe, secure and confidential location and shall be made available for review by the County of Lambton upon request.

1.10 Staff Qualifications

The owner is responsible for the operation of the domiciliary hostel and for the hiring and supervision of staff as is necessary to provide assistance or supervision to tenants regarding their personal needs and health. Staff duties and responsibilities shall clearly set out respective roles and expectations for all staff involved in the program.

The owner shall adhere to employment standards enforced under the Employment Standards Act, 2000 (ESA) which sets out the minimum standards that employers and employees must follow. The Employment Standards Act and Regulations govern the owner/staff.

The owner, spouse or other person(s) expected to be involved in the operation of the home must have Criminal Reference and Credit checks completed.

The owner and all staff will have a minimum of two references from persons not related to them. Where appropriate, references shall also be obtained for a spouse and other persons expected to be involved in the operation of the domiciliary hostel.

Job orientation should be available to staff to enhance job performance. In addition, staff should be encouraged to participate in workshops and seminars on topics relevant to their duties such as understanding mental illness, advocacy issues, community resources linking and related issues. Regular peer consultation should also be encouraged.

The owner shall hire staff that are 18 years of age or older who are able to provide a clean criminal reference check and possess a suitable level of education and experience working with vulnerable adults who may have addiction and mental health issues. Staff will be trained to provide for the safety and security of these adults in the following areas:

- fire and safety procedures;
- various types of medication;
- CPR and First Aid Training;
- food preparation training;
- anti harassment training;
- crisis intervention training;
- cultural competence.

1.11 Staffing Levels

At all times sufficient staff must be on duty to maintain the domiciliary hostel and ensure compliance with established standards of care.

A minimum of one (1) adult staff person, 18 years of age or older shall be on duty 24 hours/day.

Minimum staff shall not include administrative/office staff, kitchen staff or cleaning staff.

1.12 Staff Conduct

All staff shall receive supervision from the owner in a manner which allows them to carry out their duties efficiently and effectively.

Supervision shall include regular (i.e. daily, weekly, etc.) feedback on staff performance and support for staff to perform their duties and to deal with any work-related issues as they arise or as appropriate.

Code of Conduct

The owner and staff of the domiciliary hostel are expected to adhere to the highest standards of personal and professional conduct, integrity and impartiality. Where members of the staff are requested to perform functions which are outside their area of specific competence, they are obliged to indicate the extent of their limitations.

The owner will develop a staff code of conduct outlining professional behaviour. It is to be provided to all staff upon commencing employment and shall be posted in a conspicuous place within the hostel

The Code represents minimum standards of the general application to all owner and staff. The domiciliary hostel may in its discretion augment these standards with policies which are more specific to apply to individual employees, groups of employees or all employees.

The owners/staff shall not enter into a sexual relationship with a tenant.

Staff Assessment

The owner shall assess staff yearly on the anniversary date of employment.

Staff assessment should include feedback from community services with whom they have liaised, as well as from tenants as practicable. Assessment of staff should be

conducted in a manner which gives them full opportunity to review and discuss their performance. The employer and employee should mutually agree upon assessments. Where disagreement exists this should be documented in the staff's personnel file.

Staff Training

Participation in training/development workshops and seminars on issues/topics relevant to the program should be encouraged for all staff, where available.

Informal staff training sessions through peer consultation meetings should be encouraged.

Conflict of Interest

The owner/staff must be free of any obligations or involvement which may compromise their position of responsibility and accountability to tenants.

Owners/staff shall not receive personal benefit from the use of funds which are intended to be used for the benefit of tenants. This includes receiving benefit from suppliers of goods and services intended for tenant use and/or benefit.

1.13 Insurance

The owner shall ensure that the domiciliary hostel has a general liability insurance policy including, at minimum, coverage for fire, bodily injury and property damage resulting from the operation of the facility, with an inclusive limit as agreed upon by both parties in the Domiciliary Hostel Agreement, and which is in force at all times when one or more tenants is present in the facility.

The Certificate of Insurance policy shall be submitted to the County annually within ten days of the due date and will also be made available at time of review by the County of Lambton.

The Owner will have insurance in case of injury as stated in the Workplace Safety and Insurance Act, 1997 and under the Workplace Safety and Insurance Board (WSIB) as it is an Ontario law which was created to help promote safe and healthy workplaces.

1.14 Inspections

The Owner shall ensure that annual inspections are completed and that the home meets all standards.

Inspections that must be completed on an annual basis and documented are:

- health promotion and protection;
- environmental health inspection;
- pest control inspection;
- fire inspection.

The owner/staff shall work co-operatively with Municipal/Regional, Municipal, Provincial and Federal Governments to ensure appropriate inspection of the home and compliance with applicable requirements. If the owner of the domiciliary hostel, remodels, renovates or reconstructs the domiciliary hostel in any way the Building Code must be adhered to, the building must meet the standards set out in the Building Code and a building inspection must be conducted by a qualified building inspector.

Monthly, fire extinguishers, hose and standpipe equipment needs to be inspected and a log needs to be kept as to the findings of the inspections.

In the event that the domiciliary hostel does not meet the standards of an inspection, the corrections will be carried out in an adequate and timely manner as dictated by the Inspector.

Program Review

CMSMs must monitor local domiciliary hostel operations for compliance with standards on an on-going basis, at minimum annually. A Program Compliance and Audit Officer from the County's Social Services Department will be assigned to conduct a review of the program to meet the minimum requirement set by the province. Additional reviews will be conducted more frequently if required. If an issue is identified as a result of a review of the Domiciliary Hostel Program, direction will be provided from the County and assistance offered to resolve the issue in a timely manner.

Hostel Operations

2.1 Physical Safety

Staff and tenants must have a good knowledge of up to date emergency procedures to efficiently respond to emergencies in their living environment and the opportunity to practice these procedures, for example evacuation drills.

Staff and tenants must be knowledgeable about emergency procedures to respond to natural disaster occurrences, such as a tornado, which have the potential to result in devastation and destruction.

Fire and Safety

The domiciliary hostel shall consult with local fire officials to fully understand and comply with the applicable provisions of the Ontario Fire Code, under the *Fire Protection and Prevention Act, 1997*, other applicable fire safety legislation and the Ontario Building Code. Where a conflict exists between the provisions the higher standard shall apply. Compliance shall include, but not be limited to, the development of a fire safety plan, regular fire drills and maintenance of fire protection systems. Staff shall receive training as necessary to carry out their duties in the fire safety plan.

The owner shall consult with local fire officials regarding a fire plan covering evacuation procedures. Such procedures shall be developed and updated as required by local fire officials. The policy and procedure should include the following information:

- staff assigned to specific tasks and responsibilities;
- instructions related to the use of the fire alarm systems;
- methods of containing different fire types;
- instructions related to the use of fire alarm systems;
- location of fire-fighting equipment, such as extinguishers, and alarms;
- location of fire exits;
- evacuation procedures and posting of such procedures;
- means of notifying appropriate persons and the fire department;
- procedures to be followed in the event of injury to tenants and staff;
- accessible/adequate First Aid Kit on site;
- regular training schedule.

The owner shall ensure that procedures for regular fire drills are in place. Every new tenant must be oriented to the fire drill system upon admission to the home. A fire drill is to be held at least once per month. The owner shall keep records and documentation in regards to the dates and times that the fire drills took place.

The owner shall request a copy of the fire inspection report. A copy should be retained in the domiciliary hostel file and be made available to the County upon request.

Natural Disasters and Evacuations

Staff shall comply with existing local by-laws, directives and emergency plans developed under the direction of the Medical Officer of Health and the local municipality with respect to disaster response.

The owner/staff shall develop emergency response plans including procedures to link tenants with local emergency services during a disaster.

Staff shall understand their responsibilities in order to appropriately respond in emergency situations

Procedures shall exist regarding ongoing training and practice for Staff and tenants in natural disaster responses.

2.2 Health and Safety

Health Emergencies

Standardized procedures related to health emergencies should be in place. Emergency health procedures will include information regarding the number of staff on duty that has basic first aid training, advanced CPR certification and other training, as well as specific emergency response plans.

The owner shall ensure health and safety procedures are in place pertaining to the following:

- communicable diseases; how to report and handle them;
- tenants access to emergency health services and resources.

The owner will ensure that:

- staff are able to identify a health related emergency;
- staff know how to appropriately respond to cope with physical or emotional emergency situations;
- staff and tenants have information and training about how to respond to a health emergency;
- staff be aware of existing local emergency services and how to access them (including what is considered to be appropriate use of ambulance services and local hospital emergency departments in the community).

Abuse

Tenants have the right to live in a safe and clean environment which does not expose them to physical harm. Access to needed services and community resources shall be made available to both staff and tenants at all times. Tenants will not be made to suffer

as a result of neglect to their health care, nutrition, shelter, clothing, hygiene, and safety, deprivation of personal liberty, illness or injury.

Staff shall not be subjected to physical or other forms of abuse by tenants or the owner of the domiciliary hostel.

2.3 Medication Management / Drug Storage

The owner shall adopt a system of medication management which supports the safe and accurate administration of medication.

Tenants will be encouraged to self-administer medication in accordance with their physician's advice, wherever possible.

Where a tenant is not able to self administer medication, the owner will ensure a process is developed to safely provide the tenant assistance with all medication.

All medication belonging to a tenant shall be kept in the original container bearing the original label.

The owner shall ensure that tenant medication is stored in a safe locked cabinet and that a list of its contents is maintained and updated on a regular basis (minimum weekly) and that the list is available for review upon request.

Tenants who are able to self-administer their medication must have supervised access to a locked, secure area in which to keep their medication.

There shall be a record for every medication that is administered by a staff member which includes the tenants name, date, time, quantity, dosage and name of the individual who administered the medication. This shall be available for review upon request.

Where a tenant's medication is discontinued or modified, the prescriber who directs the discontinuation or modification shall indicate such direction in writing, and where a permanent change in dosage is ordered, the directions for use on the container label shall be changed in accordance with the new directions.

All medication that has been provided for a tenant by prescription shall be returned to the pharmacist, or the owner will ensure that the medication is appropriately disposed of when a tenant dies or when a physician orders that its use be discontinued.

2.4 Telephones

Tenants may place and receive phone calls in a space which is comfortable for conversation and uninterrupted at all times.

The owner will ensure that a residential (non-pay) telephone for local calls will be available in the home for the use of the tenants and that private space to talk on the telephone is maintained. This space is not to impinge on the rights of others. A second line may be needed should privacy become an issue.

2.5 Furnishings

All household items, including couches and chairs will be cleaned and dusted regularly (at least once per week) and household equipment (including vacuum cleaners) kept in good working order. The owner shall provide:

- at least one (1) television for the tenants' use in the common area;
- a minimum of one (1) wash basin and (1) flush toilet for every (6) tenants;
- one (1) bathtub or shower for every twelve (12) tenants.

2.6 Bedrooms

All tenant bedrooms shall:

- be located above ground level with a clear way to exits at all times;
- be comfortable for sleeping and reading;
- provide adequate personal privacy, including shared bedrooms;
- have window coverings (i.e. shades, blinds and/or curtains) on all windows, and appropriate floor coverings on all floors.

Tenants shall have access to their bedrooms at all times.

Each tenant shall be provided with a bed, mattress, bedside table lamp, separate dresser and clothing closet, waste basket, towel rack and a secure storage area. All of these items must be clean and in good repair.

2.7 Bathrooms / Washrooms

Tenants shall have 24 hour access to the bathrooms and washrooms.

Washrooms, bathrooms and other sanitary facilities shall include a shower/bath or separate shower and bath, and shall have a grab bar.

Every bathtub/shower stall must be furnished with slip resistant material that adheres to the bottom of the tub/shower stall.

Sanitary facilities must be equipped with an adequate supply of common toiletries including toilet tissue and soap.

The water temperature shall be controlled by a device that regulates the water temperature so as not to exceed 48 degrees Celsius (118.4 degrees Fahrenheit).

Wash basins, water closets, urinals, bathtubs and shower stalls must be cleaned and sanitized at least once each day, and more frequently as is necessary to maintain them in a sanitary condition. All shall be in good working condition.

Sanitary facilities must be equipped with receptacles of durable construction that can be easily cleaned and that can hold used towels and other soiled linen, as well as waste materials.

2.8 Kitchens

The kitchen and food storage areas must have adequate space, equipment and supplies to provide an efficient, safe and sanitary operation.

Kitchen countertops and other food preparation surfaces and areas shall be of a material/type that is easily cleaned and these surfaces shall be kept clean, in good repair, and be free from vermin at all times.

Sanitary eating and cooking utensils shall be available and shall be in good repair and adequate to meet the needs of the tenants.

The owner shall ensure that the cutting boards are of a material that is corrosion-resistant and non-toxic, and is free from cracks, crevices and open seams. The owner shall have one cutting board for raw meats and raw seafood, a second one for raw poultry and turkey, and a third for raw fruits and vegetables. Cutting boards shall be cleaned and sanitized as required by the Public Health Inspector.

Health and Safety Procedures for handling, disposal and storage of cleaning and hazardous materials will be in place and followed by owner and staff.

All cleaning and hazardous materials shall be stored in an area separate from that in which food supplies are stored and shall be clearly labeled.

A satisfactory method and standard of dishwashing and sanitation of dishes, utensils, equipment and work areas must be used. Where dishes and utensils are washed by hand such equipment should be:

- cleaned in a sink in a detergent solution capable of removing soil;
- rinsed in a second sink in clean water at a temperature not lower than 43 degrees Celsius, for at least 45 seconds;
- sanitized in a third sink by immersing in clean water at a temperature of at least 77 degrees Celsius, for at least 45 seconds.

Where a dishwasher is used the wash water temperature shall be maintained at not less than 71 degrees Celsius and the rinse water temperature shall be maintained at not less than 82 degrees Celsius.

All dishes shall be kept clean in good condition and quantities adequate to meet the needs of tenants.

2.9 Common Areas

The owner will provide:

- a common indoor sitting area for tenants which is separate from all areas of the home, comfortable, has sufficient lighting which can be used for private interaction or special events;
- seating in the common area must accommodate at least 50% of the tenants at one time and be available on a 24 hour basis;
- a dining area conducive for eating and social interaction, accommodating at least 50% of the tenants at one time;
- a regular cleaning schedule for all common/shared areas.

2.10 Linens and Toiletry Items

Clean towels, clean wash cloths and clean bed linen must be provided to each tenant and must be changed at least once per-week. Adequate supplies of toilet tissue, dispensing soap, etc. shall be available at all times.

Each tenant will be provided with sufficient toiletry items for his/her personal care needs. These shall include shampoo, soap, toothpaste, toothbrushes, deodorant, individual razor, individual razor blades, sanitary napkins, denture cleaners, facial tissue (Kleenex), etc. Personal items shall not be shared.

An adequate supply of towels and linens for each tenant will be provided and includes:

- two sets of towels, including bath, hand and face towels;
- two sets of bed linens, including bed sheets, and pillow cases;
- one comforter;
- two blankets;
- two pillows.

Clean hand towels and napkins (paper/cloth) shall be available for staff and the tenants at all times. Linens and towels should be replaced as needed. Soiled towels, wash cloths, bed linen, clothes and any other soiled material shall be removed immediately from a bathroom or a bedroom.

No soiled laundry may be stored in, or carried through an area where food is prepared, processed, or exposed. Soiled laundry will only be carried through a food preparation area if the laundry is in a sealed container.

All linens must be changed and the bed cleaned when the occupancy of a bed changes.

2.11 Water

Legislative and local Municipal water standards must be adhered to and followed.

A supply of potable water at sufficient pressure shall be provided to serve all areas of the building.

Water Temperature

The temperature of the hot water serving all bathtubs, showers, and hand basin used by tenants shall not exceed 49 degrees Celsius, and shall not be below 40 degrees Celsius. The temperature shall be regulated by a device, which is inaccessible to tenants.

Hot water temperature shall be monitored daily at the source and once per shift in random locations where tenants have access to hot water.

Immediate action shall be taken where water temperatures exceed 49 degrees Celsius.

2.12 Heating / Cooling

Heating facilities shall be adequate to maintain a comfortable indoor air temperature in all areas of the home. It is recommended that the temperature of the home be kept at a minimum of 21 degrees Celsius (69.8 degrees Fahrenheit).

Provisions need to be in place for cooling the living areas in the summer time (air conditioned common room for example) and in extreme cases of hot weather, provisions need to be in place for cooling bedrooms.

2.13 Garbage

Rubbish and garbage must be stored in receptacles that are covered with tight-fitting lids and that are insect and rodent proof and watertight.

Hostel Supports

3.1 Activities of Daily Living

Owners are encouraged to assist tenants to work towards an empowering environment, where tenants are provided with support for activities of daily living while at the same time are encouraged to maintain their independence.

Personal care issues that relate to daily activities shall include clothing, bedding, nutrition, rest and activity, physical hygiene, and identifying and purchasing supplies (i.e. toiletries) required to meet the tenant's needs. The owner must provide assistance where necessary, if tenants need such help.

3.2 Residency Well-Being

The owner should encourage tenants to participate in activities in the home and in the community to support independence and healthy living (i.e. meal preparation, laundry, recreational/leisure activities).

Community resources include social, recreational, health, education, and other programs and services.

Recreation activities include informal sports, exercise, outings, and organized community events and activities.

Tenants shall have access to community educational programs to the extent possible and desired.

3.3 Tenant Agreement

The owner will complete a Tenant Agreement with each tenant which sets out the conditions of the stay and include clauses relating to eviction and transfer. The Tenant Agreement should be in plain language and fully explained to the tenant as the tenant should never sign anything he or she does not understand. Both the tenant and owner shall sign the agreement. A copy of the agreement shall be placed on file and the tenant shall also be given a copy.

3.4 Access to Home - Domiciliary Hostel

The domiciliary hostel shall be accessible to tenants on a twenty four (24) hour basis and tenants shall observe common courtesies regarding late night access to the home. Appropriate arrangements shall be made to ensure access.

The provision of services delivered by an external provider must be allowed by the owner/operator provided that previous arrangements have been made.

A tenant may 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 domiciliary hostel.

3.5 Privacy

General rules with respect to the tenant's right to privacy are outlined in the Tenant Protection Act (1997).

The privacy of tenants shall be respected at all times including in bedrooms and bathrooms.

Bedroom doors should be lockable from the inside, provided the fire inspector permits locks on doors. The Owner must have an access key to each room for use in an emergency situation and/or for cleaning.

Private space must be provided so tenants may talk on the telephone uninterrupted with seating for comfortable conversation.

Tenants shall have private communication with others, including lawyers, physicians, advocates, friends and family in person, by telephone and by mail.

All mail is to be received and sent by tenants unopened.

3.6 Rights / Responsibilities

All tenants will be made aware of their rights and responsibilities upon entering the residence. Due to the diversity of the environment in the domiciliary hostel, all tenants need to be sensitive to others needs.

A clear concise copy of the rules and regulations of the domiciliary hostel shall be given to the tenant upon entering the residence.

The House Rules/rights and responsibilities will include consideration such as sexuality, alcohol consumption, noise and anything which shows disrespect for others including tenants and staff. The Rules will include a process to be followed if tenants are in breach of the rules.

House rules and policies will be posted in an area where tenants and staff have access to them.

3.7 House Meetings

The owner/staff shall encourage tenant participation in regular house meetings. The purpose of these meetings is to give tenants the opportunity to discuss the operation of the domiciliary hostel and other related matters. The house meeting will provide a forum for information sharing, clarification of the obligations of both tenants and staff, and the orientation of new tenants to the domiciliary hostel. House meetings should encourage mediation and resolution of tenant disputes within the home and deal with the day to day concerns such as menu planning, the planning of social and recreational activities both in the home and in the community.

The owner/staff shall ensure that adequate private space is available in the home for such meetings which are recommended to be held monthly.

The principles for house meetings are as follows:

- all tenants are invited to attend and encouraged to participate in the development of the agenda;
- the owner/staff and others are present at the invitation of tenants;
- each tenant should have the right to speak about living conditions without fear of reprisals;
- the owner and staff are responsible for creating an atmosphere in which there can be an open discussion of living conditions.

3.8 Conflict Resolution

Disputes or matters which arise from time to time between a tenant and staff or, with other members of the community shall be dealt with in a calm, reasoned manner which respects everyone's right to be heard. A tenant may call upon a representative or advocate assisting him/her in the resolution of any conflict.

A written/verbal complaint process shall be in place. Tenants are to be encouraged to use the process without fear of reprisal.

The owner/staff shall document all complaints and related resolution in the home files and maintain this record throughout the life time of the home.

3.9 Meals / Nutrition

The owner shall ensure the following:

- staff employed with the responsibility for food preparation have knowledge and skills in that area;
- food of sufficient quantity, quality, variety and nutritional value to meet the recommended nutrient intakes for energy and essential nutrients will be available for tenants;

- the most up to date version of Canada's Food Guide to Healthy Eating will be followed;
- food selection and menu planning meets the tenant's cultural and nutritional preferences and restrictions;
- tenants receive three (3) meals a day, with snacks available between each meal;
- time intervals will be regular but flexible in response to other household routines and activities;
- no more than fifteen (15) hours shall elapse between the evening meal of one day and the morning meal of the following day;
- snacks of nutritional value and fluids including fresh milk will be available between meals and after dinner;
- on advance notice, a meal shall be held or a packed lunch shall be available for a tenant who is unable to eat a meal at the home;
- information and teaching about good nutrition and healthy eating habits for tenants who request this information, shall be provided.

For domiciliary hostels with more than ten (10) tenants, standards for food preparation regulated under authority of the Health Protection and Promotion Act will apply.

3.10 Menus

Tenants are to be encouraged to participate in meal planning, food purchase and meal preparation as far as this is practical and desired by the tenants. The owner/staff shall ensure that opportunities are provided for tenants to participate in the planning and evaluation of meals.

Menus are to be planned at least two weeks in advance and posted in the home where tenants can view it. Records of the menus are to be retained for a period of not less than three months. Any substantial deviations from the written menu are to be documented and retained on file.

3.11 Bedrooms - Personal Use

In addition to hostel operation requirements outlined in 2.6, the owner shall ensure the following.

- each bedroom is comfortable for sleeping and reading;
- tenants are 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;
- tenants have access to their bedrooms at all time;
- tenants are permitted to have their own radios, televisions and clocks in their bedrooms.

3.12 Home Entertainment

Home entertainment equipment for tenants' use is to be provided and maintained in good repair by the owner and shall be of a type, quality and quantity adequate to meet the needs of the tenants and in keeping with a home-like atmosphere.

3.13 Transportation

The owner shall ensure that tenant appointments are planned with transportation in mind.

The most appropriate and economical means of transportation shall be utilized.

Public transportation (e.g. buses) for tenant attendance and participation in social and recreational activities should be used wherever possible.

Where public transportation is not available or not appropriate the use of alternate forms of transportation may be used.

Glossary

This glossary of terms is intended to support the Domiciliary Hostel Standards by providing a clear understanding of some key vocabulary and expressions as understood by the County and Domiciliary Hostel Owner.

Admission: a process of granting a person access to a facility and its services.

Advocacy: a system that supports and assists a tenant to express his/her wishes, to understand his/her rights, and to facilitate his/her access to required services.

Agreement: a mutual and legally binding understanding between the County and the operator as to their rights and obligations, often resulting from the exchange of a sequence of offers and compromises.

Assessment: systematically gathering information from all available sources (including the applicant/tenant or his/her representative) and evaluating the information in order to develop an individualized service plan.

Complaint Process: a mechanism to address and work toward resolving tenant, staff and or community concerns.

Conflict of Interest: a situation in which an individual uses or is perceived to use information, influence and/or resources of an organization to which they are affiliated primarily for personal benefit, benefit to their family, or to protect against personal loss or that of related organizations to which they belong, without prior disclosure or affiliation.

Discharge: a process of concluding an individual's stay at a particular facility.

Domiciliary Hostel: a facility operated independently of the County by the operator as set forth in an Agreement between the operator and the County.

Guidelines: explanatory details related to standards, outline courses of action or explanations related to the standard and are intended to provide guidance and resource to domiciliary hostels.

Individualized Service Plan: a unique, individualized document for each Domiciliary Hostel tenant, intended to chart a course of action necessary to help the individual achieve a set of tenant driven goals to enhance their quality of life.

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

Operator: the operator under an Agreement with the County of Lambton.

Per Diem Amount: an amount calculated in accordance with the formula set out in the Domiciliary Hostel Agreement that is payable by the County to the operator for the provision of services rendered pursuant to the Agreement.

Principle: is a reason, general truth, a base on which standards are founded or derived.

Procedure: a written set of instructions to achieve a given task. A procedure may form a standard against which to evaluate the performance of that task.

Program Review: a visit to the Domiciliary Hostel by County Staff, for the purpose of conducting a review of financial and service records and operations as a means to determine if contractual obligations including compliance with Domiciliary Hostel Standards are being met.

Regulations: the regulations made pursuant to the applicable Act, as amended from time to time.

Routines of Daily Life: activities such as bathing, personal hygiene, dressing, eating, rest, as well as social and recreational activities.

Personal Needs Allowance: means the monthly amount set out in the Agreement for the subsidized tenant's personal use.

Tenant's Representative: a person who assists the tenant in expressing his/her wishes and understanding his/her rights; a representative can be a family member or friend designated by the tenant or a legally designated trustee.

Subsidized Tenant: a person, other than the Operator, its directors, officers, employees, contractors or volunteers, and who is 18 years of age and over, and determined by the County, in its sole discretion, to be eligible under the Domiciliary Hostel Program.

Trustee: a guardian of property duly appointed under *the Substitute Decisions Act*, 1992, c. 30, and regulations thereto, as amended from time to time, an attorney under a continuing power of attorney, a trustee duly appointed under a statute, a will or other instrument, as the case may be.