



Domiciliary Hostels Program Standards

The District Municipality of Muskoka

Muskoka Community Services

February 2008

Muskoka Community Services

Domiciliary Hostels – Quality Assurance Standards

Program Administration – Standards to address accountability within the Domiciliary Hostel Program

Expectation	Standard
1.1 Eligibility Criteria	<p>Individuals who may be eligible for a Domiciliary Hostel Subsidy include:</p> <ul style="list-style-type: none"> ➤ Adults over the age of 18. ➤ Individuals who require assistance with activities of daily living due to the effects of a disability or advanced age. ➤ Adults who have a demonstrated financial need. <p>Referral forms are to be completed and forwarded to Muskoka Community Services. See Appendix B.</p> <p>Individuals must provide verification of income and assets annually as well as changes in income within the month in which they occur.</p> <p>Initial Eligibility:</p> <ul style="list-style-type: none"> ➤ Muskoka Community Services will accept referrals from the referring agency as per Appendix B. ➤ Muskoka Community Services must receive documentation by fax or hard copy on the referring agency's letterhead. ➤ The documentation must outline the placement proposed and why the placement best meets the applicant's needs in the circumstances. ➤ Muskoka's Domiciliary Hostel Program is a program of last resort therefore documentation must outline why the placement is not possible in a setting that is regulated or monitored and funded via a program of the Ontario Government. ➤ Muskoka Community Services will ensure that all potential tenants are screened in order to determine if their placement in a Domiciliary Hostel is appropriate. ➤ Muskoka Community Services will not initiate the financial assistance means testing process until management has confirmed that the applicant meets the requirements of intake guidelines. <p>Ongoing Eligibility:</p> <p>Muskoka Community Services will make certain that reassessments are conducted from time to time, at Muskoka's discretion, to ensure the term of housing continues to meet the individual's needs. Should such assessment indicate less or more care is required, the Domiciliary Hostel support will be discontinued following a reasonable length of time for the tenant's relocation (will not typically exceed 60 days).</p>

1.2	Home Criteria	<ul style="list-style-type: none"> ➤ To be eligible to provide housing to individuals, the hostel must be a small retirement home or boarding home, or licensed as a Home for Special Care ➤ The Owner/Operator must demonstrate that housing is maintained as per standards outlined by The District Municipality of Muskoka. <p>Compliance: Site visits by The District Municipality of Muskoka staff</p>
1.3	Intake Process	<ul style="list-style-type: none"> ➤ Community agencies must contact The District Municipality of Muskoka staff to request an application to determine eligibility and availability of subsidized assistance. ➤ Approval of applicants rests with The District Municipality of Muskoka staff. ➤ The District Municipality of Muskoka staff will establish a wait list and determine the process for maintaining the wait list.
1.4	Tenant Administration	<ul style="list-style-type: none"> ➤ Owner/Operators are required to complete a claim form and submit it monthly to The District Municipality of Muskoka. ➤ All claim forms to be received by The District Municipality of Muskoka by the 5th business day of the month for the previous month. ➤ It is the responsibility of the Owner/Operator to ensure any/all absences of tenants subsidized by the Dom Hostel Program are clearly documented including reasons for the absences. ➤ Owner/Operators will be paid up to the established per diem rate for approved tenants only. ➤ When Owner/Operators are acting as a Trustee for a tenant, they must sign a Trusteeship Agreement and abide by the rules and regulations of that agreement. ➤ The District Municipality of Muskoka will ensure the per diem payment is extended to Owner/Operators if the tenant is retaining his/her bed at the Hostel and is entering a hospital for a temporary stay or due to a temporary change of residence. ➤ Payments to Owner/Operators may continue for up to three months only when tenants meet the criteria as listed above. ➤ Approval for payment beyond the three months is subject to approval from the Director of Programs at Muskoka Community Services. <p>Compliance: Files to be available for review by The District Municipality of Muskoka staff at anytime.</p>
1.5	Confidentiality	<ul style="list-style-type: none"> ➤ Tenant confidentiality is to be respected and protected at all times. ➤ Tenant information can only be disclosed with signed consent from the tenant. ➤ Tenants are permitted to have access to their personal records. ➤ Where Trustee and/or Power of Attorney provisions exist, it is understood that those named might sign on behalf of tenants. ➤ Owner/Operators and tenants are required to disclose information when there is a risk of harm.

		<p>See Appendix C.</p> <p>Compliance: Consent forms signed by tenant, trustee and/or POA must be on file at the home, and available for The District Municipality of Muskoka staff to review at any time.</p>																					
1.6	Tenant Files	<p>Owner/Operators are required to maintain up-to-date personal files in a safe and secure manner to include the following on each tenant:</p> <ul style="list-style-type: none"> ➤ Tenant Name and Date of Birth ➤ Admission date ➤ Tenancy Agreement ➤ Care Home Information Package ➤ Ontario Health Card number ➤ Medical history and information including Doctor's name and telephone number, special diet, known allergies, current medications, etc. ➤ Next of Kin, Power of Attorney, Public Guardian and Trustee (if applicable) ➤ Date of discharges or absences (including reasons) ➤ Financial Information (Trustee) ➤ Tenant information is to be kept confidential at all times (exceptions may apply) <p>While tenant information is to be kept confidential at all times, there may be exceptions in an emergency situation in which there is a risk of harm to the tenant or other individuals therefore, there may be a need to disclose without tenant consent.</p> <p>Personal information that is collected by the Owner/Operator is pursuant to the Freedom of Information and Protection of Privacy Act (R.S.O. 1990 c.M.56)</p> <p>Owner/Operators are required to store tenant files for a period of 7 years after they no longer reside at the home.</p> <p>Owner/Operators are required to ensure the safe and secure disposal of tenant records after this period of time.</p> <p>Compliance: Files to be available for review by The District Municipality of Muskoka staff at any time.</p>																					
1.7	Serious Occurrences	<p>Serious occurrences may include the following:</p> <table border="0"> <tr> <td>Death of a Tenant</td> <td>Resident Safety</td> <td>Insurance Termination</td> </tr> <tr> <td>Food & Inspection Concerns</td> <td>Weapons/Illegal Activities</td> <td>Litigation Dispute</td> </tr> <tr> <td>Municipal By-Law Conflict</td> <td>Resident Abuse</td> <td>Missing Persons</td> </tr> <tr> <td>Fire Inspection Concerns</td> <td>Theft</td> <td>Unresolved Complaints</td> </tr> <tr> <td>Emergency/Disaster Response</td> <td>Medication Issues</td> <td>Power Outages (+ 24 hrs)</td> </tr> <tr> <td>Accidents/Injuries</td> <td>Breach of Privacy/Confidentiality</td> <td>Other</td> </tr> <tr> <td colspan="3">Communicable diseases (as reportable to Public Health Authority)</td> </tr> </table> <p>Owner/Operators are required to ensure a completed copy of the Serious Occurrence report is completed and received by The District Municipality of Muskoka within 24 hours of the incident.</p> <p>A copy is to remain on file at the home.</p> <p>When a serious incident occurs on the weekend, the Owner/Operator is required to ensure the report of the incident is received by The District Municipality of Muskoka on the next business day.</p> <p>In the event of onsite death of a tenant, Owner/Operators are to alert 911.</p> <p>Tenants must be advised of their right to file a serious occurrence report independently of the Owner/Operator.</p>	Death of a Tenant	Resident Safety	Insurance Termination	Food & Inspection Concerns	Weapons/Illegal Activities	Litigation Dispute	Municipal By-Law Conflict	Resident Abuse	Missing Persons	Fire Inspection Concerns	Theft	Unresolved Complaints	Emergency/Disaster Response	Medication Issues	Power Outages (+ 24 hrs)	Accidents/Injuries	Breach of Privacy/Confidentiality	Other	Communicable diseases (as reportable to Public Health Authority)		
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		<p>Tenants must be protected and shall not face any repercussions for filing a serious occurrence report.</p> <p>The appropriate authorities may investigate any or all serious occurrences.</p> <p>See Appendix D.</p> <p>Compliance: Serious occurrence reports to be filed and available on premises for The District Municipality of Muskoka staff to review at any time.</p>
1.8	Personal Needs Allowance Process	<ul style="list-style-type: none"> ➤ Eligible tenants are entitled to receive a monthly Personal Needs Allowance. ➤ It is understood that this benefit is to go directly to the tenant for personal expenses. ➤ The Personal Needs Allowance is intended for the purchase of items such as clothing or personal products. It is not intended for the purchase of items of personal care (soap, toilet paper), which should be covered by the per diem subsidy and must therefore be provided by the Owner/Operator. ➤ The Personal Needs Allowance is a right of the tenant and is not to be given or withheld as a form of reward or punishment. <p>Owner/Operators are responsible to administer a Personal Needs Allowance on the first day of every month to eligible tenants.</p> <p>Owner/Operators may recover this amount from The District Municipality of Muskoka on the monthly requisition.</p>
1.9	Personal Needs Benefit Management	<p>Tenants subsidized under the domiciliary hostel program are responsible for the management of their personal needs benefit and other financial resources.</p> <p>Owner/Operators may assist in managing tenant's finances only with signed consent from the tenant.</p> <p>When authorized to manage a tenant's PNA, Owner/Operators are required to:</p> <ul style="list-style-type: none"> ➤ Maintain a ledger or receipt book that clearly indicates date, amount issued and a tenant signature indicating the tenant has received their PNA for each month. <p>See Appendix F.</p> <ul style="list-style-type: none"> ➤ Ensure a signed consent is on file from tenant authorizing Owner/Operator to manage their Personal Needs Allowance. <p>See Appendix E.</p> <p>Compliance: Signed consent from tenant authorizing Owner/Operator to provide assistance in managing personal finances. Ledger or receipt book to be available for The District Municipality of Muskoka staff to review at any time.</p>
1.10	Staff Qualifications	<p>The Owner/Operators must ensure appropriate staffing complement and qualifications that ensure safety and an adequate level of support to tenants in the home at all times.</p> <p>Owner/Operators are required to:</p> <ul style="list-style-type: none"> ➤ Employ staff who are 18 years of age and over ➤ Employ staff who have local police clearance specific to working with vulnerable people

		<ul style="list-style-type: none"> ➤ Employ staff who have appropriate qualifications (minimally a high school diploma) ➤ Employ staff who have the experience and ability to work with vulnerable individuals ➤ Provide training (initial and ongoing) for staff in First Aid, CPR, Crisis Intervention, and any other training deemed to be appropriate ➤ Ensure staff have appropriate and up-to-date immunization <p>A copy of police clearance must be on file prior to staff commencing employment at the home.</p> <p>Owner/Operators may choose to hire employees who have a combination of education and experience as outlined above.</p> <p>Compliance: Staff files to include copies of all documents as above and to be available on the premises for The District Municipality of Muskoka staff to review at any time.</p>
1.11	Staffing Levels	<p>Owner/Operators are responsible to ensure adequate staffing levels are maintained at all times.</p> <p>Minimal staff requirements: 1 adult (18 years of age or over) per every 10 tenants.</p> <p>Minimum staff shall not typically include dedicated staff in the following areas: administrative or office, kitchen, or cleaning/janitorial.</p> <p>One staff member with training in First Aid and CPR must be on the premises at all times</p> <p>Owner/Operators must ensure a written medical emergency protocol is in place in the home.</p> <p>Owner/Operators are to post staff schedules in a conspicuous location in the home.</p> <p>Compliance: Visual inspection of premises by The District Municipality of Muskoka staff. Owner/Operators will be required to provide a description of the staffing complement and weekly staff schedules.</p>
1.12	Staff Conduct	<ul style="list-style-type: none"> ➤ Owner/Operators are responsible to develop a written staff code of conduct that clearly outlines professional behaviour that all staff are required to adhere to at all times. The staff code of conduct is to be reviewed with staff prior to commencing employment and must also be posted in a conspicuous place on the premises. ➤ Staff is expected to abide by the code of conduct at all times. ➤ Abuse in any form will not be tolerated including physical abuse, verbal abuse, emotional abuse or financial abuse. ➤ Owner/Operators are to be aware that unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment. ➤ Under no circumstances are Owner/Operators and/or their staff to enter into sexual relationships with Dom Hostel tenants. <p>Compliance: Review of documentation in personnel files.</p>
1.13	Insurance	<p>Owner/Operators must hold a policy of commercial general liability insurance, including coverage for bodily injury and property damage resulting from the operation of the home, with an inclusive limit of at least \$ 2,000,000 per claim or occurrence, and which is in force at all times when one or more tenants are present in the home.</p> <p>Owner/Operators are required to provide The District Municipality of Muskoka with any changes in policy (if applicable) as soon as possible.</p>

		<p>Compliance: Owner/Operators are required to produce copy of valid insurance certificate to The District Municipality of Muskoka annually at the time service agreements are renewed, and as requested thereafter.</p>
1.14	Inspection	<p>Owner/Operators are responsible to ensure the following inspections take place annually at minimum:</p> <ul style="list-style-type: none"> ➤ Fire inspection of premises, smoke detectors ➤ Building inspection of premises ➤ Health Unit inspection of premises ➤ Heating/cooling systems, chimneys on premises ➤ Elevator inspection ➤ Fire extinguishers, hose and standpipe equipment on premises, fire alarm systems including but not limited to panels and emergency exit lighting (monthly) <p>The District Municipality of Muskoka may inspect the premises and tenant files at any time.</p> <p>Compliance: Owner/Operators are required to submit copies of above inspections to The District Municipality of Muskoka at the time service agreements are renewed.</p> <p>In the event of a compliance order being issued by any agency, Owner/Operators must comply with timelines noted in the compliance order and shall advise and provide a copy to The District Municipality of Muskoka of the issuance of any such orders.</p>

Hostel Operations – Standards to ensure the provision of a safe living environment for tenants subsidized under the program.

2.1	Physical Safety	<ul style="list-style-type: none"> ➤ The Owner/Operator must ensure the premises are kept clean, sanitary, safe and free of hazards for tenants, employees, volunteers and visitors. ➤ Owner/Operators are required to ensure that written policies and procedures are in place to promote the health and safety of all staff, volunteers and tenants in accordance with all relevant health and safety requirements. ➤ Owner/Operators are required to provide handrails, grab bars and non-skid finishes where required. ➤ Owner/Operators must develop written policies and procedures to address emergency situations. ➤ Owner/Operators must develop written evacuation plans in the event of fires, floods, power failures, and times of extreme cold and heat. Alternative housing arrangements for tenants must be included in the event an evacuation is necessary. Evacuation procedures are to be reviewed annually. ➤ Fire drills are to be conducted on a monthly basis. ➤ Floor plans must be posted and include clearly marked exit route(s). <p>Compliance: Owner/Operators to forward copies of policies and procedures to The District Municipality of Muskoka staff for provider files.</p>
2.2	Health & Safety	<p>Owner/Operators are required to ensure written health and safety policies are in place to address the following:</p> <ul style="list-style-type: none"> ➤ Personal Safety ➤ Occupational Health and Safety ➤ First Aid & CPR ➤ Communicable Disease Control ➤ Emergencies ➤ Smoking ➤ WHMIS <p>No tenant shall possess weapons at any time.</p> <p>Any weapons owned by Owner/Operators shall be stored and maintained in accordance with the Firearms Act.</p> <p>Owner/Operators are required to maintain all premises in compliance with Health and Safety standards, Municipal By-Laws, and the Ontario Fire Code and applicable Regulations and Acts.</p> <p>Staff and volunteers must be trained on communicable diseases such as TB, HIV, Hepatitis B and C, and other potential outbreaks of infectious diseases.</p> <p>Muskoka recommends that staff be immunized against TB and Hepatitis B and C.</p> <p>A complete first aid kit is to be on the premises at all times and stored in a conspicuous location in the home.</p> <p>Compliance: Owner/Operators to forward copies of policies and procedures to</p>

		The District Municipality of Muskoka staff for provider files. Copies of policies and procedures to be posted visibly throughout the home. Documentation of training to be kept on file for The District Municipality of Muskoka staff to review as required.
2.3	Personal Safety	<p>Owner/Operators shall ensure that tenants are protected from physical, verbal, emotional or financial abuse and/or threats of physical, verbal, emotional or financial abuse.</p> <p>Owner/Operators shall develop written policies and procedures to ensure tenants may safely report any violence and or abuse including threats of violence or abuse.</p> <p>Compliance: Owner/Operators to forward copies of policies to The District Municipality of Muskoka staff for provider files.</p>
2.4	Medication Management/Drug Storage	<p>At minimum, Owner/Operators must ensure that all prescription drugs and all over the counter medications are:</p> <ul style="list-style-type: none"> ➤ Kept in appropriate locked cabinets (cupboard or fridge) ➤ Properly labeled with the name of the drug and the patient (tenant) ➤ Kept in original pharmaceutical containers ➤ Administered only to tenants whose name appears on the label ➤ Documented in a Medication Administration Record <p>Contents of medication cabinets to be maintained and updated on a regular basis. Medications are to be given to tenant or disposed of upon discharge from the home.</p> <p>Proper disposal of syringes is required.</p> <p>Staff may assist tenants with taking medications as prescribed by medical professionals.</p> <p>Additionally, Owner/Operators are responsible to ensure written policies and procedures are developed that clearly outline the process for administration of all medication.</p> <p>Compliance: Visual inspection of premises by District of Muskoka staff and review of written policies and procedures.</p>
2.5	Telephones	<ul style="list-style-type: none"> ➤ Owner/Operators are to ensure tenants have access to a telephone from which to make local calls at no cost. ➤ Owner/Operators are to ensure that tenants have privacy when making telephone calls. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
2.6	Furnishings	<ul style="list-style-type: none"> ➤ Owner/Operators are responsible to ensure home furnishings are in clean, safe and sanitary condition at all times. ➤ Furnishings in common areas are to be cleaned and dusted regularly (at least once per week). ➤ Windows in bedrooms are to be fitted with appropriate window coverings. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
2.7	Bedrooms	<ul style="list-style-type: none"> ➤ Bedrooms for residents shall provide a minimum of 600 cubic feet (16.99 cubic metres) of air space and 75 square feet (6.967 sq. metres) of floor space for each resident. ➤ Owner/Operators shall provide bedrooms that are comfortable for sleeping and

		<p>reading.</p> <ul style="list-style-type: none"> ➤ All beds shall be a minimum of .91 metres or 36 inches apart. ➤ All beds to be .91 meters or 36 inches wide. ➤ In shared bedrooms, privacy screens are to be provided if requested by tenants ➤ Each bedroom must have one or more windows that open to the outside. All windows to have appropriate screening. ➤ Adequate separated closet or wardrobe space shall be provided for each tenant, and a separate dresser space for each tenant shall be provided in his/her bedroom. ➤ Levels of illumination required under the Ontario Building Code are maintained during all hours of operation. ➤ Smoking is prohibited in tenant bedrooms. ➤ Owner/Operators are required to provide each tenant with a secure storage area for personal belongings. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
2.8	Bathrooms / Washrooms	<p>All washrooms are to be maintained in safe, sanitary conditions at all times.</p> <p>Washroom facilities shall be equipped with:</p> <ul style="list-style-type: none"> ➤ 1 tub for every 10 tenants, 1 sink for every 8 tenants, 1 toilet for every 8 tenants ➤ Handrails and grab bars where appropriate ➤ Non-skid mat in each bathtub and shower stall ➤ Adequate supply of common toiletries at all times (toilet tissue, dispensing soap, hand towels, etc). <p>Compliance: Visual inspection of premises by District of Muskoka staff. Proof of building code compliance.</p>
2.9	Kitchens	<ul style="list-style-type: none"> ➤ Kitchen facilities and food preparation areas shall have adequate space, equipment and supplies to ensure the safe and sanitary preparation of all food. Food storage and handling should comply with all applicable Regulations and Acts, including the Health Protection and Promotion Act. ➤ Owner/Operators are encouraged to ensure staff has Food Handling certificates. ➤ All cleaning and hazardous materials shall be stored in an area separate from that in which food supplies are stored. ➤ All refrigeration units must be provided with accurate indicating thermometers. ➤ The Canada Food Guide is to be posted in a conspicuous location in the kitchen. ➤ Owner/Operators are to ensure kitchen facilities are free from vermin at all times. <p>Compliance: Visual inspection of premises by District of Muskoka staff. Copies of inspections by Health Unit to be kept on file.</p>

2.10	Common Areas	<ul style="list-style-type: none"> ➤ The Owner/Operator shall ensure that a dining area is available to tenants. ➤ The dining area shall be large enough to accommodate at least 50% of the tenants at one time. ➤ A common indoor sitting area shall be provided to tenants that is separate from all other areas of the home and is safe and comfortable for tenants. ➤ Common areas shall be maintained in a clean, safe sanitary manner and cleaned at least once per week. ➤ Home entertainment equipment for tenant's use is to be provided and maintained in good repair by the Owner/Operator. ➤ Entertainment equipment shall be of a type, quality and quantity adequate to meet the needs of the tenants and in keeping with a home-like atmosphere. Areas for television use, radio use or quiet space are to be available. ➤ Owner/Operators are to ensure all common areas are free from vermin at all times. ➤ An outdoor sitting area that is comfortable and adequate for the number of tenants in the home is to be made available. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
2.11	Linens	<ul style="list-style-type: none"> ➤ Clean towels, washcloths and bed linens must be provided to each tenant and must be changed at least once a week or more frequently as required. ➤ Owner/Operators assume the cost of laundry and laundry supplies. ➤ Soiled linens must be removed immediately from washrooms and bedrooms. <p>Compliance: Posted schedule indicating laundry days for tenants.</p>
2.12	Laundry	<ul style="list-style-type: none"> ➤ Owner/Operators must provide laundry services for all linens. ➤ All tenants must have access to the laundry facilities (with sufficient laundry supplies) for the laundering of personal belongings at least once per week (without a fee). ➤ Wherever appropriate, tenants will be encouraged to do their own laundry.
2.13	Water	<ul style="list-style-type: none"> ➤ Every Owner/Operator shall ensure that there is an adequate supply of potable water, hot and cold, and can provide at least 227.3 L (50 gallons per tenant per day). ➤ Every Owner/Operator must provide proof of compliance with the Safe Drinking Water Act, 2002. ➤ Hot water heaters must be set at 60 degrees celcius to minimize bacterial growth. ➤ Temperature at fixture outlets to be controlled so that hot water used by tenants does not exceed 49 degrees celcius. <p>Compliance: Documentation of water system provided to District of Muskoka staff. Copies of most recent water test results to be provided at time of service agreement renewals and as requested.</p>

2.14	Heating / Cooling	<ul style="list-style-type: none"> ➤ The Owner/Operator must ensure that the heat in the home is maintained at 22 degrees celcius year round. Provisions must be made to provide cool living areas in summer months (e.g. air conditioned common areas). ➤ Owner/Operators shall ensure non-air conditioned areas are well ventilated during periods of extreme heat. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
2.15	Garbage	<ul style="list-style-type: none"> ➤ All garbage shall be removed from the building daily, stored and disposed of in a manner satisfactory to the local municipality. ➤ Garbage shall be sorted into receptacles that are insect and rodent proof, water tight, provided with a tight fitting cover and kept clean. ➤ Owner/Operators are strongly encouraged to implement a recycling program. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>

Hostel Supports – Standards to ensure the provision of support for tenants subsidized under the program.

3.1	Activities of daily living	<ul style="list-style-type: none"> ➤ Tenants should be encouraged to perform daily living activities to the best of their abilities. ➤ The Owner/Operator shall ensure such supervision as is required for the tenant to carry out activities of daily living. Supervision to include but not be limited to: bathing, personal hygiene, toileting, dressing, eating, and the maintenance of privacy and personal dignity. ➤ Owners/Operators shall provide regular opportunities for tenants to participate in leisure and recreational activities, spiritual and religious observances or other programs according to their personal interests and preferences. ➤ Owner/Operators to post schedule of activities in a conspicuous place in the home. ➤ Owner/Operators will be required to advise The District Municipality of Muskoka if in their opinion the level of care required by any tenant changes significantly so that Muskoka Community Services can proceed with an up-to-date assessment. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
3.2	Tenant well-being	<ul style="list-style-type: none"> ➤ Owner/Operators are expected to provide support that facilitates tenants well being and promotes independent living skills. ➤ Owners/Operators shall provide regular opportunities for recreational and leisure related activities, both in-house and in the community. ➤ Owners/Operators shall encourage tenants to participate and shall regularly invite service providers into the home to inform tenants of upcoming activities. ➤ Owner/Operators to post schedule of activities in a conspicuous place in the home. ➤ The District Municipality of Muskoka staff at least once per year will conduct interviews with tenants who participate in the domiciliary hostel program. Tenants will be asked general questions about life in the home. Tenants will also be asked about their level of satisfaction in the home and if they have any concerns. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
3.3	Tenancy Agreements	<ul style="list-style-type: none"> ➤ The Owner/Operator shall enter into a written tenancy agreement with each tenant. ➤ The agreement must be signed by the tenant, retained in the tenant's records and a copy provided to the tenant as per the Residential Tenancies Act (2006). ➤ Owner/Operators are required to provide an oral summary of the contents of the tenancy agreement to tenants. <p>Compliance: Copies of agreements to be placed in tenant files and available for District of Muskoka staff to review at any time.</p> <p>Owner/Operators must provide a blank copy of each homes current tenancy agreement to The District Municipality of Muskoka.</p>

3.4	Access to Home	<ul style="list-style-type: none"> ➤ The Owner/Operator must ensure that the home is accessible on a twenty-four hour basis including common living areas and bedrooms. ➤ The Owner/Operator shall ensure written policies are in place to allow late night access to the home. ➤ Owner/Operators shall ensure that written policies are in place to provide for reasonable access of tenant's guests or external care providers to the home. <p>Compliance: Copies of policies to be available for District of Muskoka staff to review.</p>
3.5	Privacy	<ul style="list-style-type: none"> ➤ The privacy of tenants shall be respected at all times. ➤ Bedroom and bathroom doors must be lockable from the inside and the Owner/Operator must have an access key to each room for use in an emergency situation and/or for cleaning. ➤ The general rules about a tenant's right to privacy as outlined in the Residential Tenancies Act (2006) apply to all homes. ➤ The Owner/Operator may be entitled to enter a tenant's room or unit without any advance notice if the rental agreement requires the landlord to check on the condition of the tenant or to provide care. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
3.6	Rights and Responsibilities	<ul style="list-style-type: none"> ➤ Tenant's rights are promoted at all times. A copy of the house rules including the tenant's rights and responsibilities is to be provided to all tenants on admission to the home. ➤ House rules must address issues such as drinking, noise levels and sexual behaviour, etc. ➤ Owner/Operators must ensure that the house rules (including rights and responsibilities) are also posted and regularly discussed with tenants. ➤ Owner/Operators will keep a signed copy of the House Rules in each tenant's file. ➤ Owner/Operators must establish written policies and procedures to address instances when a tenant feels their rights have been violated. Tenants are not to be reprimanded for exercising their rights. <p>Compliance: Visual inspection of premises by District of Muskoka staff. A copy of each home's rules are to be provided to The District Municipality of Muskoka for provider files.</p>
3.7	House Meetings	<ul style="list-style-type: none"> ➤ The Owner/Operator shall offer regular house meetings. The purpose of the meetings is to give tenants the opportunity to discuss the operation of the home and other related matters. ➤ Tenants are encouraged to bring forward agenda items for house meetings. <p>Compliance: Visual inspection of agenda and house meeting minutes by District of Muskoka staff.</p>
3.8	Conflict Resolution	<ul style="list-style-type: none"> ➤ The Owner/Operator must ensure that written policies and procedures are in place to manage conflict and/or perceived conflict in the home and its services, other tenants, employees, etc.

		<ul style="list-style-type: none"> ➤ The procedures must include a clear conflict resolution process to respond to suggestions and/or complaints in a formal but relaxed manner. ➤ Tenants will not be reprimanded for raising issues. <p>Compliance: Policies and procedures to be available for review by District of Muskoka staff.</p>
3.9	Meals and Nutrition	<ul style="list-style-type: none"> ➤ Tenants are served a minimum of three meals a day with snacks available between each meal. Meals are planned to provide balanced nutrition and variety from each of the food groups according to the most up-to-date version of the Canada's Food Guide to Healthy Eating, as published by Health Canada. ➤ Alternate choices are to be available for tenants when the tenant has provided reasonable advanced notice. ➤ Owner/Operators are responsible to ensure food storage and handling complies with all applicable Regulations and Acts, including the Health Protection and Promotion Act. ➤ Owner/Operators are responsible to create a system that ensures all dietary and serving staff are aware of special diets as applicable including religious/cultural observances. ➤ Tenants shall have the option of obtaining a brown bag meal should they be away from the home during a regularly scheduled mealtime. ➤ Owner/Operators are required to post Canada's Food Guide in a conspicuous location in the home. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
3.10	Menus	<ul style="list-style-type: none"> ➤ Menus to be developed which demonstrate compliance with Canada's Food Guide. ➤ Rotational or varying menus are to be offered. ➤ Menus shall be planned one week in advance and posted in a conspicuous place in the home. Menus shall also indicate meal times. ➤ All substantial deviations from the written menus are documented and retained on file for a period of one year. ➤ Tenants are to be encouraged to participate in menu planning; food purchase and meal preparation as far as this is practical and desired by the tenants. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
3.11	Bedrooms Personal Use	<ul style="list-style-type: none"> ➤ Tenant's bedrooms are their personal space and they shall be free to use that space in all manners they see fit within reason (e.g. decorate, entertain guests) unless this use infringes upon the rights of others or poses a safety hazard. <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>
3.12	Transportation	<ul style="list-style-type: none"> ➤ The Owner/Operator shall provide tenants with support to assist with arranging transportation to appointments with community supports and services (service not necessarily to be paid for and/or provided by the Owner/Operator). <p>Compliance: Visual inspection of premises by District of Muskoka staff.</p>

3.13	Storage	<ul style="list-style-type: none"> ➤ Owner/Operators are to provide reasonable space for tenants to store currently used belongings (i.e. a bicycle).
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