



# **COUNTY OF GREY DOMICILIARY HOSTEL STANDARDS**

## **OPERATOR'S MANUAL**

Revised **May 2008**

# TABLE OF CONTENTS

<b>INTRODUCTION</b> .....	4
<b>DEFINITIONS &amp; REGULATIONS</b> .....	4
“Domiciliary Hostel” or “Lodging Home” .....	4
O.W. REGULATION SECTION 40 (1) .....	5
O.W. REGULATION SECTION 48 (1) .....	5
<b>FINANCIAL POLICIES</b> .....	5
<b>PER DIEM RATE</b> .....	5
<b>PAYMENT</b> .....	5
Day of Admission.....	5
Day of Departure .....	5
Allowable Absences.....	6
Resident Income .....	6
Comfort Allowance /Personal Needs Allowance .....	6
Billing Process.....	7
<b>SECTION 1—PROGRAM ADMINISTRATION</b> .....	8
<b>DEFINITION OF DOMICILIARY HOSTEL OR LODGING HOME</b> .....	8
Eligibility Criteria.....	8
1.2 Home Criteria .....	8
1.3 Intake Process .....	9
1.4 Resident Absences.....	9
1.5 Confidentiality.....	9
1.6 Resident Files .....	10
1.7 Serious Incidents .....	10
1.8/1.9 Personal Needs Benefit: Process & Management.....	11
1.10 Staff Qualifications .....	11
1.11 Staffing Levels .....	12
1.12 Staff Conduct .....	12
1.13 Insurance.....	13
1.14 Inspection .....	13
<b>SECTION 2—HOSTEL ENVIRONMENT</b> .....	14
2.1 Physical Safety .....	14
2.2 Health and Safety .....	14
Location.....	15
Maintenance .....	15
Structural Alterations .....	15
Fire Regulations.....	15
Lighting.....	16
Resident Capacity .....	17
Inspection .....	17
2.3 Medication Management/Drug Storage.....	17
2.4 Telephones .....	17
2.5 Furnishings.....	17
2.6 Bedrooms.....	18
2.7 Bathrooms/Washrooms .....	19

2.8	Kitchens.....	19
2.9	Common Areas.....	21
2.10	Linens.....	21
2.11	Water.....	22
2.12	Heating/Cooling.....	22
2.13	Garbage/Sewage.....	23
<b>SECTION 3—HOSTEL SUPPORTS.....</b>		<b>24</b>
3.1	Activities of Daily Living.....	24
3.2	Resident Well-Being.....	24
3.3	Residency Agreements.....	25
3.4	Access to Home.....	25
3.5	Privacy.....	25
3.6	Rights and Responsibilities.....	26
3.7	House Meetings.....	26
3.8	Conflict Resolution.....	26
3.9	Meals and Nutrition.....	26
3.10	Menus.....	26
3.11	Bedrooms.....	27
3.12	Home Entertainment.....	27
3.13	Transportation.....	27
<b>APPENDIX A.....</b>		<b>28</b>
<b>APPENDIX B.....</b>		<b>29</b>
<b>APPENDIX C - SAMPLE.....</b>		<b>30</b>
<b>APPENDIX D - SAMPLE.....</b>		<b>31</b>
<b>APPENDIX E.....</b>		<b>352</b>
<b>APPENDIX F.....</b>		<b>35</b>
<b>SOCIAL SERVICES CONTACT LIST.....</b>		<b>39</b>

## **INTRODUCTION**

In January 1984 the Grey County Social Services Committee (formerly the Grey-Owen Sound Social and Family Services Committee) requested the establishment of a uniform set of operational guidelines with respect to the function of Domiciliary Hostel and Lodging Home care in this County.

Domiciliary Hostel and Lodging Home Care is needed to provide long term housing to recipients of social assistance who have no permanent homes and need assistance with the activities of daily living. Without the services provided by Lodging Homes and Domiciliary Hostels, these clients could rapidly deteriorate on their own, and eventually require costly institutionalization.

It is the policy of this Social Service Department to provide subsidy for eligible persons living in domiciliary hostels. These subsidies will be provided via a legal contract with said hostels, subject to Municipal and Provincial Approvals.

In March 2007 revisions have been incorporated into the Operational Standards and Guidelines in accordance with the Province of Ontario Domiciliary Hostel Program Framework.

All Domiciliary Hostels or Lodging homes under contract with Grey County Social Services shall meet the following Operational Standards and Guidelines.

## **DEFINITIONS & REGULATIONS**

### **“Domiciliary Hostel” or “Lodging Home”**

“Domiciliary Hostel” or “Lodging Home” means a place of board and lodging, maintained and operated by a municipality or the council of an approved band or by a person or organization under an agreement with a municipality, the council of an approved band, or the Province of Ontario, for needy persons, but does not include a Nursing Home or a Home for the Aged under the Homes for the Aged and Rest Home Act, or a Charitable Institution other than a Hostel under the Charitable Institutions Act. The mandate for the Domiciliary Hostel Program is to provide permanent housing with limited supports for vulnerable adults with special needs. The client group is 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.

## **O.W. REGULATION SECTION 40 (1)**

The amount of income assistance for a benefit unit shall be calculated on a monthly basis by determining the budgetary requirements of the benefit unit in accordance with Sections 41 to 44, reducing the amount in accordance with Section 45 to 47, and subtracting from that amount the income of the benefit unit determined in accordance with Sections 45 to 54.

## **O.W. REGULATION SECTION 48 (1)**

Subject to Sections 49 to 54, income shall be determined for one month by adding the total amount of all payments of any nature, paid to or on behalf of, or for the benefit of every member of the benefit unit, during the period determined by the Director.

## **FINANCIAL POLICIES**

### **PER DIEM RATE**

The Social Services Committee shall purchase domiciliary hostel service at a stated per diem rate, reviewed periodically and subject to County Council approval. The per diem rate will always be based on one complete service unit (one 24 hour period).

Each Domiciliary Hostel shall be evaluated on the basis of the recommendations found in the Domiciliary Hostel Operational Guidelines. This evaluation will be carried out on a yearly basis, and will be a measurement of the domiciliary hostel's compliance with the Grey County Social Services Committee, Domiciliary Hostel Guidelines.

### **PAYMENT**

#### **Day of Admission**

The Grey County Social Services Department will pay the currently assigned per diem beginning with the day of admission or the first day of eligibility, whichever is later. This should be indicated in a proper manner on the month end Hostel Billing Form.

#### **Day of Departure**

The Grey County Social Services Department will not pay the currently assigned per diem on the resident's day of departure. This should be indicated in a proper manner on the month end Hostel Billing Form.

### **Allowable Absences**

The Operator shall inform Grey County Social Services of any resident absences before they occur, if possible. Each subsidized resident may be subsidized for authorized absences of not more than a total of fourteen days per calendar year. Each subsidized resident staying fifteen to thirty days may be subsidized for absences of not more than a total of two days. Subsidized residents staying between five and fifteen days may be subsidized for absences of not more than one day. Subsidized residents who stay five days or less will not be subsidized for absences.

Hospitalizations occur on occasion for the residents and Grey County Social Services' intent is to ensure that the resident is able to retain residency at the domiciliary hostel during hospitalization. Full assistance shall be paid for up to the first three months of hospitalization and reduced to the Personal Needs Allowance in the fourth and subsequent months of hospitalization if discharge plans are not imminent.

### **Resident Income**

Where any resident is in receipt of income of any kind, it must be shown on the billing form. The resident's gross income shall be applied by the Owner/Operator toward the cost of Hostel Care (less the present Comfort Allowance rate). Where such income does not meet the costs of Domiciliary Hostel care, the Grey County Social Services Department will subsidize the remaining portion.

Confirmation of resident income and disbursement of personal needs allowance records are to be available to Grey County Social Services Department for audit purposes.

### **Comfort Allowance /Personal Needs Allowance**

The Comfort Allowance is deemed to be paid in full on the first of each month and shall be for the exclusive use of the resident in that current month.

Where a resident enters a domiciliary hostel part way through any given month, the prorated issue of comfort allowance shall be afforded this person.

This "personal needs" money is spending money for the resident and if the Owner/Operator manages money for the residents who are not able to manage it for themselves there shall be:

- 1) *A ledger or receipt book indicating the amounts and date issued (weekly, daily, etc.)*
- 2) *A receipt signed by the resident each time he or she receives money from the Owner/Operator out of this Personal Needs allowance.*

## **Billing Process**

The Owner/Operator shall be responsible for maintaining accurate financial records of each residents stay in the hostel, and shall submit a monthly account to the Grey County Social Services Department, 595-9<sup>th</sup> Avenue East, Owen Sound, Ontario, N4K 3E3.

The bills should be sent in after 12:00 noon on the last day of the current month, but within 5 days of the new month. The bills should be completed accurately to ensure prompt and correct processing for payment.

The Domiciliary Residents Register and Resident Care File shall be completed and maintained as directed in the guidelines.

# GUIDELINES FOR DOMICILIARY HOSTELS

## SECTION 1—PROGRAM ADMINISTRATION

### DEFINITION OF DOMICILIARY HOSTEL OR LODGING HOME

#### Eligibility Criteria

##### 1.2 Home Criteria

For the purpose of these guidelines a domiciliary hostel or lodging home shall be defined as any residence, rest home or boarding and lodging home which has an Agreement with the County of Grey and which accommodates, for a fee:

- a) *Persons (over the age of 18) who are unable to fully care for themselves due to disabilities of aging, mental or physical handicap or psychiatric disorder, and*
- b) *Provides personal care, supervision and assistance with activities of daily living in accordance with the guidelines and standards contained herein.*

#### **But does not include:**

- A. Any residential facility which is exclusively licensed approved or supervised under the Nursing Homes Act, Homes for the Aged and Rest Homes Act, Developmental Services Act, Homes for Special Care Act, or any other Act of authority.
- B. The incidental provision of room and or board by homeowners, or:
- C. Group Homes for the Rehabilitation of law offenders, alcohol addiction, crisis facilities for women, half-way houses, group homes or facilities provided by charitable organizations such as the YMCA or Salvation Army, with exception of those facilities listed in Appendix III – 2 and where the rate of payment for purchase of service is different than the normal Grey County Social Services Domiciliary Hostel Rate. This is because of the specialized services being purchased and subject to separate and formal committee agreements specifying the kind and quality of services anticipated from these facilities.



### **1.3 Intake Process**

Individuals must contact the County of Grey to request an application to determine eligibility and availability of subsidized assistance. Whenever possible all applications must be completed prior to actual placement into a home.

The Grey County Social Services Department will pay the currently assigned per diem beginning with the day of admission or the first day of eligibility, whichever is later. This should be indicated in a proper manner on the month end Hostel Billing Form.

The Grey County Social Services Department will not pay the currently assigned per diem on the resident's day of departure. This should be indicated in a proper manner on the month end Hostel Billing Form.

### **1.4 Resident Absences**

The Operator shall inform Grey County Social Services in a monthly claim form, of any resident planned absences before they occur, if possible. **Each subsidized resident may be subsidized for authorized absences of not more than a total of fourteen days per calendar year.** Each subsidized resident staying fifteen to thirty days may be subsidized for absences of not more than a total of two days. Subsidized residents staying between five and fifteen days may be subsidized for absences of not more than one day. Subsidized residents who stay five days or less will not be subsidized for absences.

**Hospitalizations occur on occasion for the residents and Grey County Social Services' intent is to ensure that the resident is able to retain residency at the domiciliary hostel during hospitalization. Full assistance shall be paid for up to the first three months of hospitalization and reduced to the Personal Needs Allowance in the fourth and subsequent months of hospitalization if discharge plans are not imminent.**

### **1.5 Confidentiality**

Resident's confidentiality is to be protected. Any release of resident information must be documented on a signed form.

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 (MFIPPA) the operator 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 are subject to MFIPPA. The confidentiality policy includes statements concerning the privacy, security and confidentiality of resident information as well as statements

concerning the removal of, or destruction of hard copy, or electronic files, and resident access to personal information and records.

Resident's personal information can only be disclosed with a signed consent from the resident.

### **1.6 Resident Files**

1. An up-to-date, alphabetical list of all residents shall be maintained by the owner/operator or his designate on the Grey County Social Services Domiciliary Hostel Residents Register.
2. An up-to-date record of Personal Care shall be maintained by the owner/operator or his designate, and stored in a secure, confidential place. (*Partial Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes & Committee Decision*)
3. Resident information containing the following information will be maintained in a secure, confidential place.
  - (a) Name, age, gender
  - (b) Next of kin/contact information (substitute decision maker)
  - (c) Previous address (housing history)
  - (d) Date of admission/Date of discharge
  - (e) Known meds, diet, allergies
  - (f) Physician name, address
  - (g) Financial Information (trustee)
  - (h) Copy of Power of Attorney, if any
  - (i) Emergency safety information (eg. Requirement for assistance to evacuate in a fire)
  - (j) Copy of tenancy agreement and care home information package

### **1.7 Serious Incidents**

All domiciliary hostels will have a system in place to record serious and unusual occurrences. The recording of these occurrences should include identifying any residents who were involved in or witnessed the occurrence and what actions have been taken by the operator to resolve the situation. A serious occurrence report shall be filed with the County of Grey Social Services within 24 hours.

Any incidents of a serious nature, including the occurrence of a criminal offense shall be reported immediately to the County of Grey Social Services domiciliary care case worker. Serious occurrences include, abuse, property fire, death,

assault, accidental injuries, and medical assistance due to life threatening trauma.

### **1.8/1.9 Personal Needs Benefit: Process & Management**

The Personal Needs Allowance is deemed to be paid in full on the first of each month and shall be for the exclusive use of the resident in that current month. A financial record of payments shall be kept for periodic review by the County of Grey.

Where a resident enters a domiciliary hostel part way through any given month, the prorated issue of comfort allowance shall be afforded this person.

This “personal needs” money is spending money for the resident and if the Owner/Operator manages money for the residents who are not able to manage it for themselves there shall be:

- 1) *A ledger or receipt book indicating the amounts and date issued (weekly, daily, etc.)*
- 2) *A receipt signed by the resident each time he or she receives money from the Owner/Operator out of this Personal Needs allowance.*

The Personal Needs Payments will be included on the monthly billing form submitted by the Domiciliary Hostel operator and will be reimbursed by the County of Grey with the monthly per diem payment.

### **1.10 Staff Qualifications**

1. Staff must be 18 years of age or over and hold a high school diploma (or equivalent) and have experience working with vulnerable adults.
2. Qualifications should include but not limited to:
  - (a) First Aid/CPR Training
  - (b) training in nursing, health care (preferably Health Care Attendant course or more advanced training, or equivalent).
  - (c) Experience working with vulnerable adults
  - (d) Food preparation training
  - (e) Knowledge of Anti-harassment
  - (f) Knowledge of Crisis intervention
  - (g) Knowledge of Cultural Competence

3. The Domiciliary Hostel Operator shall ensure there is a process to orient and train staff upon their employment in the home, as well as provide opportunities to upgrade their training and skills. First Aid and CPR certification should be current for all staff.

4. All staff shall have a pre-employment examination from a physician and a report kept on file indicating he/she is free from infectious disease and fit to work in a domiciliary home.

*(Committee Decision)*

a) All staff must have tuberculin test prior to employment. If the tuberculin test is negative on employment and remains negative thereafter, then tests need to only be done bi-yearly. If test is positive a report of a negative chest x-ray must be available and repeated at two-year intervals. *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*

b) A staff member who is a carrier of or has a communicable disease shall not continue to work or be employed in a domiciliary home.

*(Committee Decision)*

### **1.11 Staffing Levels**

At any one time, at least one staff person shall be on duty that has training in nursing, first aid and health care (preferably Health Care Attendant course or more advanced training). *(Part Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes, & Committee Decision)*

Sufficient qualified staff shall be on duty to assure the safety, and to adequately meet the needs of the residents. The staffing ratio may vary with flexibility based on the needs of the residents, however at no time the ratio of residents to staff shall be greater than 15:1. *(Committee Decision)*

### **1.12 Staff Conduct**

The Domiciliary Hostel owner/operators will develop a code of conduct outlining professional behaviour that is provided to all staff upon commencing employment at the home and which is posted in a conspicuous place within the hostel's premises.

All staff should possess such personal qualities so as to relate to all residents in a positive, objective and supportive manner.

*(Committee Decision)*

### **1.13 Insurance**

Domiciliary Hostel owners/operators must hold a policy of commercial general liability insurance, including coverage for bodily injury and property damage resulting from the operation of the facility, with an inclusive limit of at least \$1,000,000 per claim or occurrence, and which is in force at all times when one or more residents is present in the facility.

A copy of the annual updated policy should be forwarded to the County of Grey Social Services Department as proof of up to date insurance coverage.

### **1.14 Inspection**

Domiciliary Hostel owner/operators ensure that at least once per year, there is an inspection by:

- a) Fire officials
- b) Building inspectors (remove this inspection report—no authority)
- c) Health officials
- d) Heating equipment and chimney's and (remove and add in Section 2.12)
- e) Fire extinguishers, hose and standpipe equipment and
- f) Water Test Reports

County of Grey will conduct annual reviews of the facility in accordance with the Guidelines and Standards contained within this document. Copies of the above inspections will be required documentation as part of this review.

## SECTION 2—HOSTEL ENVIRONMENT

### 2.1 Physical Safety

The Domiciliary Hostel owner/operator must ensure the premises are kept clean, sanitary, safe and free of hazards for residents, employees, volunteers and visitors. The owner/operator shall provide handrails, grab bars and non-skid finishes where required. The owner/operator shall ensure there is an up to date fire safety procedure and an evacuation plan in place.

1. The premises shall be free from hazards to the safety of residents, staff or visitors. (*Committee Decision*)
2. Structurally sound handrails shall be installed on each side of every stairway that is wider than 111.76 cm (44 inches), and on at least one side of each stairway that is 111.76 cm (44 inches) or less in width; and on the open side of each stairway or landing with the top of each handrail not less than 76.2 cm (30 inches) or more than 106.68 cm (42 inches) above the finished floor or stair level. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
3. Non-skid finishes and coverings shall be provided on all floors and stairways, and bathtub or shower standing surfaces. (*Committee Decision*)
4. A grab bar or similar device shall be provided for each bathtub and each toilet. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
5. Where premises are accommodating handicapped persons who are confined to wheelchairs, the requirements for Supplement #5 to the National Building Code of Canada, shall, where applicable, be complied with.

### 2.2 Health and Safety

Owners/operators shall ensure that residents are protected from physical violence, abuse and/or threats of physical violence. Owners/operators shall develop policies and processes to ensure residents may safely report any violence and/or abuse, including threats of violence and/or abuse.

## **Location**

No hostel shall be established in a location where interior noise levels exceed 58 decibels.

## **Maintenance**

All premises shall be maintained in a sanitary and safe condition to the satisfaction of the Medical Officer of Health. All garbage shall be removed from the building daily and be stored in a manner satisfactory to the Medical Officer of Health. (Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)

## **Structural Alterations**

No structural alterations to a hostel shall be undertaken prior to a review of the proposed changes by the appropriate fire department and local building inspector, regarding any pertinent fire regulations. (*Committee Decision*)

## **Fire Regulations**

1. An approved fire alarm system shall be provided throughout the entire building. (*Provincial Fire Code*)
2. An approved emergency lighting system shall be provided throughout the entire building. (*Provincial Fire Code*)
3. Each floor shall be equipped with at least one 5 lb. multi-purpose fire extinguisher. (*Provincial Fire Code*)
4. The furnace or boiler room shall be separated from the remainder of the building by construction having a fire resistance rating of at least one hour. (*Provincial Fire Code*)
5. Two means of access from each floor level, excluding basements, which are not subject to occupancy, shall be provided. The said means of access may be internal or external stairs but must conform to the Ontario Building Code.  
(*Provincial Fire Code from 3<sup>rd</sup> floor, Committee Decision from 2<sup>nd</sup> floor*)
6. The administrator or his designate, shall ensure that:
  - a) All fire hazards in the building are eliminated. (*Provincial Fire Code*)

- b) All staff are properly trained in the use of fire extinguishers.  
(Provincial Fire Code)
- c) All staff and residents are made familiar with the fire evacuation and drill procedures for the building. A copy of these procedures will be posted in each resident's room.  
(Provincial Fire Code)
- d) Regular monthly fire drills to occur with documentation of dates when performed.

**Lighting**

The following minimum levels of illumination shall be provided:

**Corridors and Halls** -107.64 lux (10 foot candles) *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*

**Stairways and Landings** – 215.28 lux (20 foot candles) *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*

**Bedrooms** - 107.64 lux (10 foot candles) *(Committee Decision)*

**Bedrooms at reading area** - 376.74 lux (35 foot candles) *(Committee Decision)*

**Drug Cabinets** - 538.20 lux (50 foot candles) *(Committee Decision)*

**Kitchen**

- (General) - 322.92 lux (30 foot candles)
- (Work Surfaces) - 588.20 lux (50 foot candles)
- (Sink) - 538.20 lux (50 foot candles)

(Public Health Act over 10 Residents – Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes for 10 Residents)

**Bath/Toilet Rooms** - 322.92 lux (30 foot candles) *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*

**Laundry Rooms** - 322.92 lux (30 foot candles) *(Committee Decision)*

Lighting in other areas of the house should comply with Illuminating Engineer Society Standards. *(Committee Decision)*



## **Resident Capacity**

The Medical Officer of Health shall determine the maximum resident capacity, at the times of the initial inspection. (*Public Health Act*)

## **Inspection**

The Medical Officer of Health, the Chief Fire Prevention Officer, the Director of Social Services, (and any competent subordinates of any of these) may at any reasonable times, inspect any House and the List of Residents.  
(*Committee Decision*)

The Medical Officer of Health, and the Director of Social Services (and any competent subordinate) may at any time inspect the file of any resident and make copies of the contents thereof. (*Committee Decision*)

Each Domiciliary Hostel, Owner/Operator shall ensure a copy of any Medical Officer of Health report, Fire Prevention Officer report or similar reports be given to the Director of Social Services. These inspections are to be conducted on a yearly basis.

## **2.3 Medication Management/Drug Storage**

The Owner/operator shall adopt a system of medication management that supports the safe and accurate administration of medication.

1. Medications kept locked and identified by resident
2. Contents of cabinets maintained and updated on a regular basis.
3. Written records kept and available for review at annual inspections.
4. Medication given to resident/removed on discharge.
5. Proper disposal of syringes.

## **2.4 Telephones**

The owner/operator shall ensure that access to a telephone for local calls (non-pay) is available for residents use and located in a setting that offers privacy for residents.

## **2.5 Furnishings**

Each owner/operator shall maintain home furnishings in a clean, safe and sanitary condition. Furnishings should be home-like and comfortable.

## **2.6 Bedrooms**

1. A bedroom for a resident shall provide a minimum of 600 cubic feet (16.99 cubic meters) of air space and 75 square feet (6.967 sq. meters) of floor space for each resident. *(Public Health Act)*
2. A bedroom shall not sleep more than 4 residents. *(Committee Decision)*
3. No area designated as a lobby, hallway, closet, bathroom, attic, stairway, unfinished cellars, kitchen, office, sitting room, dining room, furnace room or utility room shall be used by any resident for sleeping purposes. *(Committee Decision)*
4. All beds shall be located at least 36 inches (.91 meters) apart. *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*
5. Every bed for a resident shall be at least 36 inches (.91 meters) in width. *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*
6. Every bedroom shall be provided with one or more windows to the outside that:
  - a) Except where means of ventilation is provided, can be opened to provide an open area equal to 5% of the floor area of the room.
  - b) Is not less, in total area, than 10% of the floor area of the room.
  - c) Is screened from May 1 to October 31 in any given year. *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*
7. There shall be sufficient linen supplies provided to ensure bed linen is changed at least once per week and more frequently when and where required. *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*
8. Adequate, separated closet or wardrobe space shall be provided for each resident and separate dresser space for each resident shall be provided in his or her bedroom. *(Committee Decision)*

## **2.7 Bathrooms/Washrooms**

1. Toilet facilities shall be provided in the ratio of one washbasin, one flush toilet available for every eight residents, and one bathtub or shower unit available for every eight residents. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
2. No toilet room or bathroom shall be located within, or open directly into, any dining room, kitchen, pantry or food preparation or storage room. (*Public Health Act over 10 Residents*)
3. No toilet shall be located within a bedroom. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
4. All bathrooms and toilet rooms shall be provided with doors that will provide privacy. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
5. At least one bathroom, toilet and shower room shall be of a type that is suitable for use by persons confined to wheelchairs, where such persons may be admitted as residents. (*Committee Decision*)
6. No carpeting shall be provided in toilet areas. (*Committee Decision*)
7. At least one washbasin and flush toilet shall be provided on each floor that is used by residents. (*Committee Decision*)
8. A separate staff washroom shall be provided when more than four staff members are on duty at one time. (*Committee Decision*)
9. A grab bar or similar device shall be provided for each bathtub and each toilet. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)

## **2.8 Kitchens**

Kitchen facilities and food preparation areas shall have adequate space, equipment and supplies to ensure the safe and sanitary preparation of all food. All cleaning and hazardous materials shall be stored in an area separate from that in which food supplies are stored.

When the maximum resident capacity is 10 persons or less, the following shall be provided:

1. The floor and floor coverings shall be tight, smooth and non-absorbent. *(Committee Decision)*
2. The walls, ceilings, stoves, refrigerators and food preparation areas shall be kept clean. *(Committee Decision)*
3. An operable mechanical exhaust system, vented to the outside air, shall be provided over the cooking area. *(Committee Decision)*
4. A dishwasher or two-compartment sink shall be provided for dishwashing purposes. *(Committee Decision)*
5. A separate hand-washing basin for staff shall be provided. *(Committee Decision)*
- 6... All refrigeration units shall be maintained in an operable condition. *(Committee Decision)*

When the maximum resident capacity exceeds 10 persons, the Kitchen shall comply with Regulation of Ontario 972/75. *(The Food Premises Regulations under the Public Health Act)*

### **Dining Areas**

1. A dining area shall be provided for the residents. *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*
2. When more than 50% of the residents are to be accommodated at any one time, the minimum floor area shall be calculated at the rate of 15 sq.ft. (1.394 sq. meters) per resident, times 50% of the total resident capacity. *(Public Health Act where over 10 Residents)*
3. The dining area may form part of the sitting room but shall be in addition to any area provided for that purpose. *(Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes)*
4. Notwithstanding paragraphs 2 & 3, where structural constraints make compliance with the minimum floor area requirements very difficult to achieve, such requirements shall not be applicable to any domiciliary hostel with which Grey County Social Services has an agreement, as of the date of adoption of this policy by the Grey County Social Services Committee. *(Committee Decision)*

## **2.9 Common Areas**

A common indoor sitting area shall be provided to residents that is separate from all other areas of the home and is safe and comfortable for residents and their visitors.

1. A sitting room or sitting rooms shall be provided for the residents and their visitors. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
2. The minimum total space for the sitting rooms shall be calculated at a rate of 12 sq. ft. (1.1148 sq. M) of floor space for each resident. (*Less than Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
3. The total floor area used for sitting rooms shall be a minimum of 120 sq. ft. (11.128 sq. meters). (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
4. The minimum floor area used for any single sitting room shall be 100 square feet (9.29 sq. M) (Committee Decision)

## **2.10 Linens**

Clean towels, wash cloths and bed linens must be provided to each resident and must be changed at least once per week.

### **Laundry**

1. The laundry room shall be finished so that all surfaces are readily cleanable. (*Committee Decision*)
2. Provision shall be made for the proper separation of soiled and clean laundry. (*Committee Decision*)
3. The laundry room should be separated by construction, from any food preparation or storage areas. (*Committee Decision*)

## 2.11 Water

Every hostel shall be so constructed and maintained that there is at all times an adequate supply of potable water, hot and cold, which:

1. Conforms in quality to the Drinking Water Objectives of the Ontario Ministry of the Environment, and the Guidelines for Canadian Drinking Water Quality.
2. Can provide at least 50 gallons (227.303 liters) per resident and employees, per day. (*Provincial Guidelines for Rest homes, Lodging Homes, Group Homes*)
3. Can maintain a flow pressure of at least 8 pounds per square inch (.562 kilograms per square centimeter) when a fixture is in use. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
4. Does not exceed 49 degrees C. (120 F) in fixtures other than those in the kitchen or laundry area.
5. Is discharged through a mixing faucet/valve at all hand basins, bathtubs and showers.

## 2.12 Heating/Cooling

The owner/operator will ensure that the home is maintained at a minimum temperature of 22 °degrees C (71.6° F). Heating equipment and chimneys are to be inspected and repaired as necessary.

1. Every room shall be adequately ventilated by natural or mechanical means. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
2. Where rooms are ventilated mechanically, the following minimum rates shall be provided: (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)
  - a) Kitchen - 15 air changes per hour
  - b) Toilet/Bathrooms - 8 air changes per hour
  - c) Recreation Rooms - 15 air changes per hour

d) All other Rooms - 6 air changes per hour  
(Committee Decision)

3. All opening windows shall be provided with a functional fly screen from May 1 to October 31 in any given year. (*Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes*)

### **2.13 Garbage/Sewage**

The owner/operator shall ensure that rubbish and garbage is stored in receptacles that are covered with tight fitting lids and that are insect and rodent proof and watertight.

An adequate sewage disposal system shall be provided.

## **SECTION 3—HOSTEL SUPPORTS**

### **Activities of Daily Living**

The Domiciliary Hostel owner/operator ensures that assistance with the routines of daily life is provided by hostel staff at a level required to meet individual resident needs.

The owner/operator or their designate shall ensure quality personal care of all the residents (while encouraging residents to take maximum responsibility and maintain independence), including bathing and changes of bedding at least once a week or more frequently where bed linen soilage occurs. *(Committee Decision)*

Where a physician determines that a resident requires emergency nursing care or Home Care Services, the operator shall allow such nursing care of Home Care Personnel access to the premise and resident for the purposes of such care. *(Committee Decision)*

The owner or operator shall make arrangements for the provision of a qualified physician, to be on call to provide emergency services when a resident's physician is not immediately available.

The owner or operator shall ensure that the following services are readily available, (however the service need not necessarily be provided by the owner/operator).

- 1) Assistance with and to personal shopping.
- 2) Facilities for personal laundry. *(Committee Decision)*

Consideration should be given to the availability and provision of personal guidance, information and advice and where residents express the need for spiritual guidance; appropriate access shall be provided to the respective clergy involved.

### **Resident Well-Being**

The owner or operator shall encourage residents to initiate and participated in both their own residential and community sponsored recreational events.



Each Domiciliary Hostel, Owner/Operator shall ensure a regular structured period of recreation within his/her own facility, and encourage both inside and outside participation in these matters.

*(Committee Decision)*

This kind of programming is critical to the good mental and physical health of his/her residents, and allows for a healthy interaction between the residents and the community they live in.

### **Residency Agreements**

Owners/operators must sign a tenancy agreement with each resident. A copy of the agreement must be provided to each resident upon signing.

An up-to-date, alphabetical list of all residents shall be maintained by the owner/operator or his designate on the Grey County Social Services Domiciliary Hostel Residents Register.

An up-to-date record of Personal Care shall be maintained by the owner/operator or his designate. *(Partial Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes & Committee Decision)*

### **Access to Home**

Each resident has access to the domiciliary hostel on a twenty-four (24) hour basis; however, operators may make appropriate arrangements to ensure late night access to the domiciliary hostel. Residents have 24 hour access to a bathroom and washroom, a sitting room and their bedroom.

Each resident may have visitors at the domiciliary hostel as long as the visitors do not interfere with the privacy and rights of other residents or the usual operation of the domiciliary hostel. The operator should establish a schedule to allow visitors open access to the domiciliary hostel during reasonable hours. The operator may, for cause, deny certain visitors access to the domiciliary hostel.

### **Privacy**

The owner/operator ensures that in accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 (MFIPPA), the collection, use, disclosure and storage of all personal information is subject to MFIPPA.

Resident's personal information can only be disclosed with a signed consent from the resident.

Resident's personal privacy shall be respected at all times. Staff should knock and ask permission to enter a resident's bedroom unless there is an emergency where the resident's (or other resident's) safety is in question/jeopardy.

### **Rights and Responsibilities**

Every Domiciliary Hostel owner/operator shall establish house rules including resident rights and responsibilities and shall provide a copy of those rules to each resident upon intake and shall post house rules in a location that is accessible to residents and staff.

### **House Meetings**

The owner/operator shall offer regular house meetings. The purpose of the meetings is to give residents the opportunity to discuss the operation of the home and other related matters.

### **Conflict Resolution**

The owner/operator must ensure that policies and procedures are in place to manage internal/in-house complaints regarding the home, its services and to respond to requests or suggestions made by a resident or resident's representative.

### **Meals and Nutrition**

The owner/operator shall serve meals and snacks which are nutritional, attractive, and appetizing and prepared at correct temperature and time. Residents shall have the option of obtaining a brown bag meal should they be away from the home during a regularly scheduled meal time.

### **Menus**

Menus shall be posted two weeks in advance and posted in a conspicuous place within the home. One month's menus to be available for review. (*Committee Decision*)

### **Bedrooms**

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.

### **Home Entertainment**

The owner/operator shall provide at least one television for resident's use in the common areas. In large homes, owner/operators are encouraged to provide additional televisions with VCR/DVD capacity.

### **Transportation**

The owner/operator shall provide residents support to assist with arranging transportation to appointments with community supports and services (service need not necessarily be paid for and/or provided by the owner/operator)

## APPENDIX A

# Domiciliary Hostel Resident Care File

---

Name of Patient: \_\_\_\_\_ D.O.B.: \_\_\_\_\_

S.I.N.#: \_\_\_\_\_ H.C. #: \_\_\_\_\_

Admission Date: \_\_\_\_\_ Discharge Date: \_\_\_\_\_

<p style="text-align: center;"><b><u>SOURCE OF INCOME</u></b></p> <p>O.A.S. <input type="checkbox"/>    O.D.S.P. <input type="checkbox"/>    E.I. <input type="checkbox"/>    C.P.P. <input type="checkbox"/>    OTHER <input type="checkbox"/>    PERSONAL ASSETS <input type="checkbox"/></p>
---

O.A.S.     O.D.S.P.     E.I.     C.P.P.     OTHER     PERSONAL ASSETS

Next of Kin: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone No.: \_\_\_\_\_

Other Agencies Involved:

\_\_\_\_\_

\_\_\_\_\_

I, \_\_\_\_\_, hereby consent to the disclosure and transmittal of the above information by Grey County Social Services.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness

## APPENDIX B

### HOSTEL MONTHLY ACCOUNT

NAME OF FACILITY \_\_\_\_\_ ACCOUNT FOR MONTH OF \_\_\_\_\_

FACILITY ADDRESS \_\_\_\_\_

Resident's Full Name	Resident's Date of Birth (D/M/Y)	Admission Date	Discharge Date	No of Days	Rate \$45.90 /day (eff June 07)	PNA \$122.00/mo	Total Cost (# of days x Rate + PNA)	Total Income	Municipal Cost

- \*Please enter the resident's full name and birth date so he/she may be correctly identified within the computer system.**
- \* Daily PNA rate is \$4.01 for residents who have not resided in the hostel for the full month.**

Personal needs allowance has been distributed.  
This is a true and verified statement of expenses.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Representative for Grey County Social Services

# APPENDIX C - SAMPLE Serious Occurrence Reporting Form



## DOMICILIARY CARE SERIOUS OCCURRENCE FORM

Today's Date: \_\_\_\_\_  
(dd/mm/yy)

Date of the Occurrence: \_\_\_\_\_ Facility Name: \_\_\_\_\_  
(dd/mm/yy)

Reference to Case I.D. Number: \_\_\_\_\_

Occurrence being reported by: \_\_\_\_\_  
Name Signature

### Type of Occurrence (please check the appropriate incident):

- |   |  |
|---|--|
| <input type="checkbox"/> Weapons & Illegal Activities             | <input type="checkbox"/> Resident Safety       |
| <input type="checkbox"/> Food & Inspection Concerns               | <input type="checkbox"/> Insurance Termination |
| <input type="checkbox"/> Municipal By-Law Conflict                | <input type="checkbox"/> Litigation Dispute    |
| <input type="checkbox"/> Fire Inspection Concerns                 | <input type="checkbox"/> Resident Abuse        |
| <input type="checkbox"/> Emergency/Disaster Response              | <input type="checkbox"/> Arbitration Award     |
| <input type="checkbox"/> Unresolved Client or Caregiver Complaint | <input type="checkbox"/> Theft                 |

### Describe the occurrence:


### Actions and resolutions taken:


### Strategies implemented to reduce or eliminate this type of occurrence in the future:


\_\_\_\_\_  
Signature of Supervisor/Manager/Owner

\_\_\_\_\_  
Date:





## APPENDIX E—Domiciliary Hostel Guidelines Inspection Report

Name of Hostel: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_

### Guideline Items

**1.5/3.5—Confidentiality/Privacy:** tenant confidentiality to be protected; any release of tenant information must be documented on a signed form

**1.6—Tenant Files:** current list of all tenants; current personal care records; tenant information completed and stored in secure area

**1.7—Serious Incidents:** record keeping established; incidences reported within 24 hours

**1.10—Staff Qualifications:** all staff 18 or older with high school diploma; current first aid, CPR and immunizations; staff records up-to-date

**1.11—Staff Levels:** at least one staff person shall be on duty that has nursing, first aid or health care training; ratio of tenants to staff no greater than 15:1

**1.12—Staff Conduct:** code of conduct outlining professional behaviour is provided to all staff; staff code of conduct posted

**1.13—Insurance:** must have policy of commercial general liability insurance; includes coverage for bodily injury, property damage; limit of \$1,000,000 per claim; must have current vehicle insurance coverage; **copies of policies received**

**1.14—Inspection:** yearly inspection required by fire official—**annual fire inspection report received**  
yearly inspection required by health officials—**annual health inspection report(s) received**  
alarm and fire extinguisher inspections regularly completed—**inspection report(s) received**  
water test reports if on a private well—**copies of recent water testing received**

**2.1—Physical Safety:** premises clean, sanitary, safe and free of hazards; handrails structurally sound; safety devices present in washrooms; handicap access



## Guideline Items

**2.2—Fire Regulations:** monthly drills completed and recorded; fire evacuation and drill procedures posted; each floor has at least one fire extinguisher

**2.3—Medication Management/Drug Storage:** medications kept in locked area; all medications labelled; documentation of dispensing maintained

**2.4—Telephones:** access for local calls; allows for privacy

**2.5—Furnishings:** all furnishings clean, safe and sanitary condition; homelike and comfortable

**2.6/3.11—Bedrooms:** adequate spacing between beds; no more than 4 per room; sufficient bed linen availability; separate closet or wardrobe for each tenant; personal touches permitted

**2.7—Bathrooms/Washrooms:** cleanliness; ratio of 1 toilet and wash basin per 8 tenants; appropriate flooring; one washroom per floor; safety devices/grab bars in each washroom; separate staff washroom

**2.8—Kitchen:** cleanliness; adequate space, equipment and supplies to ensure the safe and sanitary preparation of all food; refrigeration units in proper working order; dishwasher/two-compartment sink for dishwashing; separate hand washing basin for staff

**2.9—Dining Areas:** cleanliness; adequate space; comfortable and home like

**2.9—Common Areas:** a common indoor sitting area for tenants separate from other areas of the home; safe and comfortable for tenants and their visitors

**2.10—Linens/Laundry:** clean towels, wash cloths and bed linens provided to each tenant; linens laundered at least once per week; laundry products safely stored

**2.11—Water:** adequate supply of potable water, both hot and cold

**2.12—Heating/Cooling:** minimum temperature 22 degrees Celsius; adequate ventilation; opening windows equipped with screens from May 1<sup>st</sup> to Oct 31<sup>st</sup>

## Guideline Items

**2.13—Garbage/Sewage:** proper storage of garbage; adequate sewage disposal system

**3.1—Activities of Daily Living:** assistance with routines of daily living provided by staff at required levels to meet tenant needs

**3.2—Tenant Well-Being:** encourage tenants to initiate and participate in residential and/or community sponsored recreational activities; access to community resources (eg—mental health services) as required

**3.3—Tenancy Agreements:** tenancy agreement reviewed, signed and on tenant file

**3.4—Access to Home:** 24 hour access; visitors permitted during appropriate hours

**3.6—Rights and Responsibilities:** established house rules posted; reviewed with tenants

**3.7/3.8—House Meetings/Conflict Resolution:** regular house meetings held; policies and procedures in place to manage internal/in-house disputes

**3.9/3.10—Meals/Nutrition/Menus:** nutritional meals and snacks offered; brown bag meal available; menu posted; one month's menus available for viewing

**3.12—Home Entertainment:** access to television, VCR/DVD, board games, puzzles, and the like

**3.13—Transportation:** assistance with arranging transportation to appointments with community supports and services provided

**Comments:**

**Signature of Grey County Social Services Representative:** \_\_\_\_\_



**APPENDIX E—Domiciliary Hostel Guidelines Inspection Report**

Name of Hostel: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_

Guideline Items	Met	Not Met	Expected Compliance Date (see comments)
<b>1.5/3.5—Confidentiality/Privacy:</b> tenant confidentiality to be protected; any release of tenant information must be documented on a signed form			
<b>1.6—Tenant Files:</b> current list of all tenants; current personal care records; tenant information completed and stored in secure area			
<b>1.7—Serious Incidents:</b> record keeping established; incidences reported within 24 hours			
<b>1.10—Staff Qualifications:</b> all staff 18 or older with high school diploma; current first aid, CPR and immunizations; staff records up-to-date			
<b>1.11—Staff Levels:</b> at least one staff person shall be on duty that has nursing, first aid or health care training; ratio of tenants to staff no greater than 15:1			
<b>1.12—Staff Conduct:</b> code of conduct outlining professional behaviour is provided to all staff; staff code of conduct posted			
<b>1.13—Insurance:</b> must have policy of commercial general liability insurance; includes coverage for bodily injury, property damage; limit of \$1,000,000 per claim; must have current vehicle insurance coverage; <b>copies of policies received</b>			
<b>1.14—Inspection:</b> yearly inspection required by fire official— <b>annual fire inspection report received</b> yearly inspection required by health officials— <b>annual health inspection report(s) received</b> alarm and fire extinguisher inspections regularly completed— <b>inspection report(s) received</b> water test reports if on a private well— <b>copies of recent water testing received</b>			
<b>2.1—Physical Safety:</b> premises clean, sanitary, safe and free of hazards; handrails structurally sound; safety devices present in washrooms; handicap access			

Guideline Items	Met	Not Met	Expected Compliance Date (see comments)
<b>2.2—Fire Regulations:</b> monthly drills completed and recorded; fire evacuation and drill procedures posted; each floor has at least one fire extinguisher			
<b>2.3—Medication Management/Drug Storage:</b> medications kept in locked area; all medications labelled; documentation of dispensing maintained			
<b>2.4—Telephones:</b> access for local calls; allows for privacy			
<b>2.5—Furnishings:</b> all furnishings clean, safe and sanitary condition; homelike and comfortable			
<b>2.6/3.11—Bedrooms:</b> adequate spacing between beds; no more than 4 per room; sufficient bed linen availability; separate closet or wardrobe for each tenant; personal touches permitted			
<b>2.7—Bathrooms/Washrooms:</b> cleanliness; ratio of 1 toilet and wash basin per 8 tenants; appropriate flooring; one washroom per floor; safety devices/grab bars in each washroom; separate staff washroom			
<b>2.8—Kitchen:</b> cleanliness; adequate space, equipment and supplies to ensure the safe and sanitary preparation of all food; refrigeration units in proper working order; dishwasher/two-compartment sink for dishwashing; separate hand washing basin for staff			
<b>2.9—Dining Areas:</b> cleanliness; adequate space; comfortable and home like			
<b>2.9—Common Areas:</b> a common indoor sitting area for tenants separate from other areas of the home; safe and comfortable for tenants and their visitors			
<b>2.10—Linens/Laundry:</b> clean towels, wash cloths and bed linens provided to each tenant; linens laundered at least once per week; laundry products safely stored			
<b>2.11—Water:</b> adequate supply of potable water, both hot and cold			
<b>2.12—Heating/Cooling:</b> minimum temperature 22 degrees Celsius; adequate ventilation; opening windows equipped with screens from May 1 <sup>st</sup> to Oct 31 <sup>st</sup>			

Guideline Items	Met	Not Met	Expected Compliance Date (see comments)
2.13—Garbage/Sewage: proper storage of garbage; adequate sewage disposal system			
3.1—Activities of Daily Living: assistance with routines of daily living provided by staff at required levels to meet tenant needs			
3.2—Tenant Well-Being: encourage tenants to initiate and participate in residential and/or community sponsored recreational activities; access to community resources (eg—mental health services) as required			
3.3—Tenancy Agreements: tenancy agreement reviewed, signed and on tenant file			
3.4—Access to Home: 24 hour access; visitors permitted during appropriate hours			
3.6—Rights and Responsibilities: established house rules posted; reviewed with tenants			
3.7/3.8—House Meetings/Conflict Resolution: regular house meetings held; policies and procedures in place to manage internal/in-house disputes			
3.9/3.10—Meals/Nutrition/Menus: nutritional meals and snacks offered; brown bag meal available; menu posted; one month's menus available for viewing			
3.12—Home Entertainment: access to television, VCR/DVD, board games, puzzles, and the like			
3.13—Transportation: assistance with arranging transportation to appointments with community supports and services provided			

**Comments:**

Signature of Grey County Social Services Representative: \_\_\_\_\_



## APPENDIX F

THIS AGREEMENT made in triplicate this          day of                                  A.D.

B E T W E E N:

**THE CORPORATION OF THE COUNTY OF GREY**

Hereinafter called the Municipality

OF THE FIRST PART,

- and -

**(NAME OF OPERATOR)**

Hereinafter called the Operator

OF THE SECOND PART.

WHEREAS The Operator owns and operates a lodging home at **(ADDRESS OF OPERATOR,)** in the County of Grey, Province of Ontario and provides residents with supervised lodging home services, hereinafter referred to as the "Services".

AND WHEREAS the Ontario Works Act allows a Municipality to enter into agreements with domiciliary hostels for the provision of room and board, to persons in need and in accordance with the provisions of the said Act and the Regulations hereunder.

NOW THEREFORE THIS AGREEMENT WITNESSETH THAT in consideration of the Premises and the mutual covenants hereby mutually agreed to, the parties hereto covenant and agree with each other as follows:

1. FOR the purpose of this Agreement the following definitions shall apply:
  - (a) **"Lodging Home"** or **"Domiciliary Hostel"** means a place of board and lodging, maintained and operated by a person or organization under an agreement with a municipality, for needy persons, but does not include a Nursing Home or a Home for the Aged under the Homes for the Aged and Rest Home Act, or a charitable Institution other than a Hostel under the Charitable Institution Act.

- (b) **“Lodging Home Services”** means the services provided to the residences in accordance with the requirements of the Grey County Social Services Domiciliary Hostel Guidelines, and as set out in the Operators Manual from time to time.
  - (c) **“Operators Manual”** means the policies and requirements of the Grey County Social Services Committee for the operation of Lodging homes and the services to be provided to residents under the subject agreement.
  - (d) **“Resident”** means a person in need as defined by the Ontario Works Act and approved for assistance by Grey County Social Services, and who is residing in a lodging home in the County of Grey.
  - (e) **“Director of Social Services”** means the person appointed by the Grey County Social Services Committee to oversee the day-to-day operation of that agency.
2. This Agreement shall commence on the first day of \_\_\_\_\_, \_\_\_\_\_ and remain in force until the 31<sup>st</sup> day of December, 2007, unless terminated by either party in accordance with this Agreement. If at the end of the term herein, either party has not terminated the agreement, then the agreement shall continue in force from month to month until such time as either party terminates the agreement.
  3. The Operator shall staff, equip and operate a lodging home at **(ADDRESS OF DOMICILIARY HOSTEL)** in the County of Grey.
  4. The Operator shall comply with all the terms and conditions of the Operator’s Manual in effect from time to time, a copy of which is attached to this agreement as Schedule “A” hereto. The Municipality shall notify the Operator of any change to the Operator’s Manual.
  5. When a resident of a lodging home claims to be a person in need, as defined in the Ontario Works Act and Regulations hereunder, the Municipality will investigate such claims and approve or disallow the resident’s application for assistance.
  6. The Municipality will not refer residents to any specific lodging home, but will be prepared to provide prospective residents with an overview of what is available in lodging house accommodations in this community, and assist them toward living in a place of their own choice.

7. The Municipality shall only be obliged to pay for residents shown to be a person in need, and approved for the services of a lodging home, on the condition that the Municipality has also approved the lodging home and the operator.
8. The Municipality, upon 24 hours written notice to the Operator, may withdraw its approval of any resident therein. Any obligations for future payment under this agreement will be terminated upon such notice being given.
9. Where the services are provided to a resident in accordance with this Agreement, the Municipality will pay the subsidized portion of the unit cost of service as established in the Municipality's annual budget. A unit is a 24-hour period of service.
10. The Operator shall notify the Municipality within 48 hours of a resident being admitted to hospital, being discharged from a lodging home or being re-admitted to the lodging home.
11. The Operator shall notify Municipality immediately of any absence by a resident of 24 hours or more. Failure to notify this agency of an absence shall result in cancellation of payments for the period of absence.
12. Where proper notice is given to the Municipality of an absence, and that absence is approved by the director of Social Services, then the Municipality will pay to the Operators, up to 5 full units of service, up to a total of 14 units per 12 month period. This payment is made on condition that the Operator retains a bed for the resident during his absence.
13. The Operator shall maintain a record for each resident in accordance with the Billing Record Procedure contained in the Operators Manual.
14. The Operator shall submit a monthly account and monthly occupancy record to the Municipality.
15. The Director of Social Services or his designate may attend to any lodging home at any reasonable time without notice, for the purpose of inspecting the operations and client records as described in the Operators Manual and for meeting with the residents.



16. Where the Operator of a lodging home manages money on behalf of any of his/her residents, he/she shall ensure that all funds entrusted to his/her care are held in a secure place and an accurate account maintained with respect to the management of these funds.
  
17. The Operator shall maintain and keep in force the following insurance policies:
  - a. Liability Insurance for bodily injury and property damage in the amount of One Million Dollars (\$1,000,000.00), including One Million dollars (\$1,000,000.00) for each occurrence.
  
  - b. Liability Insurance for bodily injury and property damage caused by vehicles owned or operated by the Operator in connection with the lodging home, including passenger hazard, in the amount of One Million Dollars (\$1,000,000.00) minimum for each passenger for each occurrence.
  
18. The Operator shall immediately upon execution of this Agreement, deposit with the Municipality either copies of the liability insurance as required above, or insurance certification indicating compliance with this Agreement. All insurance policies shall stay in force and not be amended, cancelled or allowed to lapse without 30 days prior notice to the Municipality.

IN WITNESS WHEREOF the Parties hereto have affixed their respective corporate seals as attested to by the signature of the Signing Officer of the Municipality and Operator.

SIGNED, SEALED AND DELIVERED	THE CORPORATION OF THE COUNTY OF GREY	
)		
)Per:	_____	_____
)	WARDEN:	Dated
)		
)Per:	_____	_____
)	CLERK:	Dated
)		
)Per:	_____	_____
)	Operator	Dated
)		
)Per:	_____	_____
)	Operator	Dated

## SOCIAL SERVICES CONTACT LIST

---

Grey County Social Services  
595-9<sup>th</sup> Avenue East  
Owen Sound, ON  
N4K 3E3

Owen Sound calling area: 519-376-7324

Toll Free: 1-800-265-3119

Ontario Works Director: Barbara Fedy

Ontario Works Managers:  
Wendy Henderson  
Sandra McLay-Winters  
Debbie Pegelo  
Marcia Smith

Hostel Payment Information: Norma Beattie

Senior Bookkeeper: Erin Armstrong  
Pat Trimble