

London

Domiciliary Hostel

Standards

Acknowledgements

The Domiciliary Hostel Standards are the result of the expertise and input of many people in the community. The process and the document were influenced by best practices from other municipalities across Ontario and sample standards provided by the Ministry of Community and Social Services.

The Domiciliary Hostel Standards were developed and confirmed with input from a City of London interdepartmental planning group and a community planning group and are intended to reflect the interests of the City of London, domiciliary hostel owners/operators, hostel tenants and the local community.

The Domiciliary Hostel Standards are intended to recognize the distinctiveness of domiciliary hostel services within the City of London as well as the distinctiveness between individual domiciliary hostel owners/operators.

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Introduction

The purpose of the Domiciliary Hostel Standards is to provide a minimum set of program guidelines and expectations which comply with the provincial standards as outlined in the Domiciliary Hostel Program Framework provided by the Ministry of Community and Social Services in September 2006.

This document is designed to provide a comprehensive approach to managing, evaluating and ensuring contract compliance with the City of London.¹

The document highlights key administrative standards and procedures required to effectively deliver services.

Where these Standards conflict with any applicable federal, provincial, or municipal laws, by-laws, regulations, codes, orders or directives such laws etc. shall prevail.

The Standards are not intended to be exhaustive. Therefore, for issues not covered by these Standards, it is expected that hostel owner/operators will exercise reasonable judgment and/or consult with City of London staff where necessary.

Eligibility for domiciliary hostels is governed under Provincial legislation and City of London policy. Final decisions related to eligibility or waiting

lists will be made in concert with the City of London.

Compliance

It is intended that these Standards will be reviewed in partnership between the City of London and hostel owner/operators on an annual basis.

Random compliance reviews of hostels will be conducted by the City.

Areas of non-compliance will be addressed with the hostel owner/operator by the City in order to establish a compliance plan.

¹All standards contained in this document also apply to the limited agreement between the County of Middlesex and the Mount Brydges Rest Home.

Refer to Appendix A for a list of domiciliary hostel owner/operators that the City of London has a contract with.

1. Program Administration

The following standards are designed to address accountability within the domiciliary hostel program:

1.1. Eligibility Criteria

Individuals who may be eligible for a domiciliary hostel subsidy include vulnerable adults with limited financial resources who require some supervision and support with activities of daily living, but who are not eligible/appropriate for long-term care as determined by the Community Care Access Centre.²

A review by the Community Care Access Centre can occur at anytime if the tenant, family or service provider believes that long term care may now be appropriate.

The ongoing eligibility of individuals will be reviewed by the City on a semi-annual basis in conjunction with the hostel owner/operator.

1.2. Home Criteria

To be eligible to provide housing to individuals subsidized by the domiciliary hostel program the owner/operator shall demonstrate that they are able to provide housing as per the Domiciliary Hostel Standards provided by the City of London.

For the purposes of these standards a domiciliary hostel shall be defined as any residence, rest home, retirement home or boarding and lodging home which, for a fee:

- Accommodates persons who are unable to fully care for themselves due to the disabilities of aging, mental

or physical disability or psychiatric disorder; and

- Provides direct or indirect assistance with personal care, supervision and assistance with the activities of daily living.

Excluded from the definition of a domiciliary hostel is:

- Any residential facility which is licensed, approved or supervised under the Nursing Homes Act, Homes for Aged and Rest Homes Act, Homes for Special Care Act, or under any other Act or authority;
- Any residential facility which accommodates fewer than five persons;
- The incidental provision of room and/or board by homeowners; and
- Group homes for the rehabilitation of law offenders and drug or alcohol addiction, crisis facilities for women and halfway houses.

1.3. Intake Process

Owner/operators shall, upon request, provide support to individuals to complete the application/intake process.

It is the responsibility of the owner/operator to assess an individual's appropriateness for residency in the hostel and confirm that individuals meet the municipality-defined criteria prior to admission to the hostel.

Owner/operators must then contact the City to confirm the individual's eligibility under the domiciliary hostel program.

1.4. Tenant Absence

Owner/operators shall be paid the established per diem for tenants who are housed in domiciliary hostels based on the eligibility criteria of Standard 1.1.

² The Province is currently reviewing the "not eligible for long term care" provision of the eligibility criteria standard.

The City will pay owner/operators for up to 21 overnight absences in a 12 month period. Per diem payment for additional absences (e.g. hospital stays, longer term visits with family etc.) may be covered by the City dependent on individual circumstances.

If it is anticipated that a tenant absence will exceed 21 days the owner/operator shall contact the City of London requesting the approval of an extension and provide justification for holding the bed pending the tenant's return.

All absences are to be recorded in the tenant's file.

If a tenant is discharged or deceased the owner/operator will contact the City within 72 hours.

1.5. Confidentiality

Each hostel must have a written policy concerning the collection, use and disclosure of tenant information.

The collection, use and disclosure of all personal information under the contractual arrangement with the City are subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Hostel staff, volunteers and students must comply with MFIPPA with respect to the privacy and release of a tenant's personal information.

All Hostel staff, volunteers and students must sign a confidentiality agreement during their initial training period.

Hostels must not disclose personal information about a hostel tenant without the signed consent from that individual except where:

- Refusing or neglecting to provide information could endanger the safety

of another individual or group of individuals;

- Disclosure of tenant information by staff is required under the Child and Family Services Act; and/or
- Disclosure is required as per a court order or subpoena.

Sharing of tenant information with other providers to which the individual may be referred is necessary to ensure effective provision of services, continuity of care and efficient use of resources. The importance of sharing information with relevant providers will be explained to the tenant and only disclosed with signed consent.

Tenant consent forms shall include the following information:

- Tenant name;
- Name of the hostel that is disclosing the information;
- Type of information that may be disclosed;
- Name(s) of the service provider(s) and contact person(s) the information may be disclosed to;
- Consent expiry conditions; and
- Tenant signature.

1.6. Tenant Files

Files, both hard copy and electronic containing tenant information shall be kept secure to maintain confidentiality.

The hostel owner/operator shall ensure that a personal file is created for each new tenant and shall, where applicable, include:

- Name;
- Age;
- Gender;
- Name, address and telephone number of next-of-kin/emergency contact and, if applicable, attorney for property and attorney for personal

- care, as set out in the Substitute Decision Act, 1997, as amended;
- Previous address;
 - Date of admission;
 - Placement letter from the City of London;
 - Date of discharge or death;
 - The name, address and telephone number of the tenant's physician(s);
 - Incident reports concerning such matters as accident, injuries, abuse of tenants or staff, and details concerning incident resolution;
 - Log of tenant's leave (overnight, weekend, vacation, hospitalization etc.);
 - Log of medical appointments and other health related appointments such as dentist, physiotherapist, addictions etc.;
 - Individualized service plan; and
 - Staff notes relating to the tenant such as participation in community or in house support/recreational activities, changes in the tenant's condition, care provided to the tenant etc.

The hostel owner/operator shall also ensure that a written individualized service plan is established for each new tenant. The tenant's needs for care and services are to be determined in consultation with the tenant. The service plans are to be accessible to staff members who provide care and services to the tenants. A service plan shall, where applicable, include:

- Safety/security risk assessment;
- Medication prescribed;
- Known allergies;
- Special dietary needs; and
- Extent of the tenant's ability to independently perform activities of daily living, type of assistance needed and care and services to be provided including participation in community or in-house support/recreational activities.

Records shall be retained for 5 years except in the case of financial records which shall be retained for 7 years.

1.7. Serious Incidents

The hostel owner/operator shall ensure that serious incidents are documented and available for review by the City.

The hostel owner/operator shall ensure that serious incidents such as fire, death and/or critical injury as well as incidents reported by the media are reported within 24 hours of the occurrence, or if on a weekend/statutory holiday, on the next business day to the General Manager of Community Services or his/her designate.

A serious incident may include but is not limited to:

- An individual's death;
- An individual is declared missing;
- There is a serious accident, illness, communicable disease or injury to an individual;
- A disaster at the Hostel occurs, e.g. fire, flood etc.;
- A complaint is made by a tenant or other person against a staff member of the owner/operator involving allegations of assault, abuse or mistreatment of any tenant residing at the hostel; and
- Any complaint concerning the operational, physical or safety standards of the hostel that is considered by the owner/operator to be of a serious nature.

Hostel owner/operators are encouraged to contact the City if uncertain as to whether a particular incident is to be deemed as "serious."

1.8. Personal Needs Allowance - Process

The hostel owner/operator shall establish a policy and process for paying the personal needs allowance to tenants.

The personal needs allowance is intended to be spending money for the tenant for the purchase of items such as clothing or personal products. It is not intended for the purchase of items of personal care that are to be provided by the owner/operator (e.g. shampoo, soap, toilet paper etc.).

The amount of personal needs allowance is determined by the Ontario Works Act.

Tenants with income retain the approved amount of personal needs allowance before paying the balance of their income over to the hostel owner/operator.

Tenants without income receive the approved amount of personal needs allowance from the hostel owner/operator on either a weekly or monthly basis.

Tenants subsidized under the Domiciliary Hostel Program do not receive a personal needs allowance directly from the City. It is the responsibility of the owner/operator to ensure that the personal needs allowance is received by the tenant.

1.9. Personal Needs Allowance - Management

Tenants subsidized under the domiciliary hostel program are responsible for the management of their personal needs allowance and other financial resources.

If the owner/operator is acting as a trustee for the tenant the owner/operator shall have documentation to that effect.

If the owner/operator is not acting as a trustee in a formal capacity the owner/operator may, on request and with signed consent from the tenant, assist in managing a tenant's personal needs allowance.

In the event that the tenant has requested the owner/operator to manage his or her personal needs allowance the owner/operator shall ensure that the following occurs:

- A ledger or receipt book indicating the amounts and the date issued (e.g. weekly, daily); and
- The ledger or receipt book must be signed by the tenant each time he or she receives money from the owner/operator out of his or her personal needs allowance.

If assisting in managing a tenant's personal needs allowance owner/operators shall develop policies to manage that money (e.g. accounting ledger for each tenant, tenant must sign to acknowledge payment of monies etc.).

1.10. Staff Qualifications

The owner/operator shall employ staff with appropriate qualifications, experience and ability for working with vulnerable individuals.

All staff providing direct care to tenants shall be at least 18 years of age.

All staff providing direct care to tenants shall have a police criminal reference check completed and on file. The owner/operator shall have a policy acceptable to the City regarding the hiring of persons who have a criminal record.

All new staff that have the sole or primary job responsibility of providing direct personal care (assisting with bathing, dressing etc.) shall possess their PSW certification, post secondary education in a related field or comprehensive demonstrated experience.

The owner/operator shall ensure staff have training in First Aid and CPR and that certification remains current.

All staff involved with food preparation shall obtain a Food Handler Certificate within 3 months of employment.

The owner/operator shall ensure there is a process to orient and train staff upon their employment in the hostel.

Written job descriptions describing the responsibilities and qualifications shall be available for all staff positions.

1.11. Staffing Levels

The owner/operator shall ensure that sufficient staff is on duty to ensure compliance with established standards of care.

At a minimum one staff, with current certifications in First Aid and CPR, shall be on duty 24 hours per day.³

When there is only one staff person on site, a supervisor can be reached at all times and additional staff resources provided as necessary, in a timely manner.

1.12. Staff Conduct

All hostels shall have written policies outlining expectations for staff regarding professional behaviour and conduct.

³ Minimum staff does not include administrative/office staff, kitchen staff or cleaning staff.

At a minimum a staff code of conduct shall include the following:

Staff will:

- Carry out professional duties and obligations with integrity, objectivity and equity;
- Be accountable for all interactions with tenants, staff and community members;
- Maintain the best interests of the tenants as their primary goal;
- Ensure that tenants have the necessary information to make informed decisions;
- Acknowledge that the work-site is someone else's place of residence and be mindful of their presence especially in communal and sleeping areas; and
- Follow hostel policies and procedures around staff behaviour and code.

Staff will not:

- Discriminate against any tenant based on social-economic status, political or religious beliefs, ethno-cultural background, (dis)ability, mental health, addiction, gender identity and/or sexual orientation etc.;
- Impose their own personal beliefs or standards on tenants;
- Exploit their relationship with a tenant for personal gain; and/or
- Have a personal relationship with a tenant.

Relationships: Staff/Tenant

All staff must appreciate their position of authority or at least the perception of their position of authority to ensure that this end is not used to exploit the tenant in any way. The purpose of the relationship is to address the needs of the tenant and not the staff.

Staff as role models will not:

- Unless sanctioned, socialize with tenants after hours;
- Conduct financial transactions for tenants except within the policies developed under Standard 1.9.
- Unless sanctioned purchase or consume alcoholic beverages in the company of tenants;
- Purchase or use drugs illegally with a tenant;
- Develop inappropriate relationships with the tenants of the hostel (e.g. dating, becoming physically/sexually involved with tenants etc.);
- Engage in, support or promote illegal activities;
- Abuse (physically, verbally or emotionally) anybody; and
- Exploit tenants.

- Heating equipment and chimneys conducted by a qualified equipment supplier; and
- Once a month, an inspection of fire extinguishers, hose and standpipe equipment conducted by in house staff.

All the preceding inspection reports shall be retained by the hostel owner/operator and may be reviewed at any reasonable time by the City.

1.13. Insurance

Hostel owner/operators shall take out and keep in force a policy of public liability and property damage insurance as per the provisions of the Domiciliary Hostels contract with the City of London.

Certificate(s) of insurance evidencing such insurance policies and thereafter any renewals thereof shall be retained by the hostel owner/operator and may be reviewed at any reasonable time by the City.

1.14. Inspection

The hostel owner/operator shall ensure that, at least once per year, there is an inspection of:

- The hostel, conducted by local/City fire officials;
- The hostel, conducted by health officials of the City;
- Fire extinguishers, hose and standpipe equipment conducted by a qualified fire equipment supplier;

2. Hostel Operations

The following standards are designed to ensure the provision of a safe environment for tenants subsidized under the Domiciliary Hostel Program:

2.1. Physical Safety

The owner/operator shall work to ensure that the premises are kept clean, sanitary and safe for all tenants, visitors, volunteers and staff in compliance with all relevant health and safety regulations.

All staff members and volunteers of the hostel shall be trained in emergency evacuation of the hostel and all tenants shall be informed of the emergency evacuation procedures either when they become a tenant of the hostel or as soon as it is practicable thereafter.

The owner/operator shall ensure that emergency evacuation procedures are posted in a conspicuous place within the hostel's premises.

2.2. Health and Safety

The owner/operator shall maintain the hostel in a safe and clean condition and in a good state of repair, ensuring that health and safety policies are in place to comply with requirements of the Occupational Health and Safety Act and required annual inspections.

The owner/operator shall ensure that an appropriate First Aid Kit be available on the hostel's premises in a safe and conspicuous location.

The owner/operator shall post emergency telephone numbers, police, fire and ambulance, near every telephone.

2.3. Medication Management/Drug Storage

The owner/operator shall ensure that there are written policies and procedures in place to govern the storage and administration of medication.

At a minimum, the owner/operator shall ensure that all prescription drugs and other medication are:

- Kept in a locked secure area;
- Properly identified as to drug name and user; and
- Kept in the original container with the original label as provided by the tenant or pharmacy.

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

Medication that is distributed by staff shall be recorded in a log book or similar record keeping system (e.g. Medication Administration Record - MARs).

If a tenant is temporarily absent or permanently discharged from the hostel the owner/operator shall ensure that the tenant's prescription medications are sent with or are accessible to the tenant.

2.4. Telephones

The owner/operator shall ensure that access to a telephone (non-pay) for local calls is available on a 24 hour basis for tenants' use and is located in a setting that offers relative privacy for tenants.

2.5. Furnishings

Each owner/operator shall maintain the premises, its furnishings and equipment in a clean, safe and sanitary condition.

A maintenance schedule shall be provided to the City upon request.

2.6. Bedrooms

The owner/operator shall provide bedrooms that are located above ground level (i.e. not in a basement) and comfortable for sleeping and reading.

No more than two tenants shall be housed in one bedroom.

Privacy screens, if requested by a tenant, shall be made available in shared rooms.

2.7. Bathrooms/Washrooms

Bathrooms/washrooms shall be provided in the ratio of one wash basin, one flush toilet and one bathtub or shower unit for every eight tenants.

Bath tubs and shower floors shall be provided with non-skid material.

Handrails/grab bars shall be provided beside toilets and bathtubs in accordance with local standards.

The owner/operator shall ensure that there is an adequate supply of common toiletries at all times (e.g. toilet tissue, dispensing soap, hand towels etc.).

2.8. Kitchens

Where the maximum tenant capacity exceeds 10 persons the owner/operator shall ensure that the kitchen complies with the provisions of The Food Premises Regulations under the Public Health Act.

Where the maximum tenant capacity is 10 persons or less the owner/operator shall ensure that:

- The floor and wall coverings are tight, smooth and non-absorbent;

- The walls, ceilings, stoves, refrigerators and food preparation areas are kept clean;
- A dishwasher or two compartment sink is provided for dishwashing purposes;
- All refrigeration units are maintained in operational condition; and
- The kitchen complies with all other local applicable health regulations.

2.9. Common Areas

A common indoor sitting area or sitting areas shall be provided for the use of tenants and their visitors.

The owner/operator shall ensure that common areas of the hostel are maintained in a safe and sanitary condition.

A dining area shall be provided for the use of the tenants which is large enough to accommodate 50% of the tenants at one time.

2.10. Linens

The owner/operator shall ensure that there is a readily available supply of clean linen including sheets, pillows, pillow cases, blankets, bath, hand and face towels to meet tenant's needs.

Bed linen shall be changed at least once weekly and more frequently as required.

Bed linen shall be maintained in a good state of repair and free of stains.

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

2.11. Water

The owner/operator shall ensure that there is an adequate supply of potable water at the fixture, hot and cold, that:

- Conforms in quality to the current drinking water regulations of the Ontario Ministry of the Environment and Health Canada Guidelines for current Drinking Water Quality; and
- Does not exceed a temperature of 49 degrees Celsius.

2.12. Heating/Cooling

The owner/operator shall ensure that the heat in the hostel is maintained at not less than 22 degrees Celsius in the cooler months and that provision is made for providing cooling areas in the summer months. (e.g. air conditioned common areas).

2.13. Garbage

All garbage shall be removed from the building daily, stored and disposed in a manner satisfactory to the local municipality.

Garbage shall be sorted in receptacles which are insect and rodent proof, water tight, provided with a tight fitting cover and kept clean.

Combustible debris shall not be allowed to be stored within or adjacent to the building.

3. Hostel Supports

The following standards are designed to ensure the provision of support for tenants subsidized under the Domiciliary Hostel Program:

3.1. Activities of Daily Living

The owner/operator shall ensure that assistance with the routines of daily life is provided by hostel staff, either directly or indirectly, at a level required to meet individual tenant need while at the same time encouraging tenants to grow, develop and maintain independence.

Tenants shall be afforded the opportunity to exercise choice/control in how assistance with activities of daily living is carried out.

3.2. Tenant Well Being

Owners/operators shall provide regular opportunities for recreational and leisure related activities, both in-house and in the community. The programming shall be compatible with tenant's interests and meet their changing needs.

Owner/operators shall facilitate opportunities for external service providers to make tenants aware of community programs and services.

3.3. Tenancy Agreements

The owner/operator shall enter into a written tenancy agreement with each subsidized individual who is admitted as a tenant of the hostel as per the Residential Tenancies Act (2006).

The agreement is to be signed by the tenant, retained in the tenant's records and a copy is to be provided to the tenant.

Each tenant shall receive a Care Home Information Package (CHIP) which

outlines the services being provided along with the costs for these services.

The owner/operator shall, if requested by the tenant, provide an oral summary of the contents of the tenancy agreement.

3.4. Access to Home

Tenants shall have access to the hostel on a twenty-four (24) hour basis.

Owner/operators shall make appropriate arrangements to ensure late night tenant access to the hostel.

The owner/operator shall ensure that policies are in place to provide for reasonable access of a tenant's visitors to the hostel.

The owner/operator may, for cause, deny certain visitors access to the hostel.

3.5. Privacy

The privacy of tenants shall be respected at all times.

Private bedroom and bathroom doors shall be lockable from the inside and the owner/operator shall have an access key to each room for use in an emergency situation and/or for cleaning.

The owner/operator is entitled to enter a tenant's room without any advance notice if the tenancy agreement requires the landlord to check on the condition of the tenant or to provide care.

3.6. Rights/Responsibilities

The owner/operator shall establish house rules including tenant rights and responsibilities and shall provide a copy of those rules to each tenant upon intake.

The owner/operator shall, if requested by the tenant, provide an oral summary of the contents of the house rules including tenant rights and responsibilities.

3.7. House Meetings

The owner/operator shall make provisions for regular meetings with tenants. The purpose of these meetings is to give tenants the opportunity to discuss the operation of the hostel and other related matters.

3.8. Conflict resolution

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

These policies and procedures shall be conveyed to a tenant on intake or shortly thereafter.

Any internal complaints and resolutions shall be documented and available for review by the City.

3.9. Meals/Nutrition

Tenants shall be served a minimum of three meals a day.

Nutritious snacks and beverages shall also be made available between meals.

Meals shall be planned providing variety in accordance with the most up to date version of the Canada's Food Guide to Healthy Eating, published by Health Canada, and include alternative choices at each meal.

Provisions shall be made to accommodate special diets including

those based on religious guidelines or medical direction.

On advance notice tenants shall have the option of obtaining a bagged/boxed meal should they be away during a regularly scheduled meal time.

3.10. Menus

Menus shall be planned at least one week in advance and posted in a conspicuous place within the hostel.

All substantial deviations from the written menus shall be documented and retained on file.

Tenants shall be encouraged to participate in menu planning as far as this is practical and desired by the tenants.

3.11. Bedrooms

Tenant's bedrooms are their personal space and they shall be free to use that space as they see fit in accordance with established house rules and unless this use infringes upon the rights of others or poses a safety hazard.

3.12. Home Entertainment

The owner/operator shall provide home entertainment equipment for tenants' use in the common area(s) of the hostel.

The owner/operator shall permit tenants to have their own home entertainment equipment in their bedrooms, in keeping with safety requirements and house rules.

3.13. Transportation

The owner/operator shall provide tenants with assistance, on request, in arranging transportation to appointments through available community services and supports.

In some cases, tenants may be eligible to receive additional funding for transportation to medical or dental appointments. Owner/operators should discuss each tenant's circumstances with the City to determine whether the tenant may qualify for additional funds.

4. Glossary of Terms

Act: refers to the Ontario Works Act, 1997, S.O. 1997, c.25, as amended, and any successor legislation.

City: refers to the Corporation of the City of London.

Consolidated Municipal Service Managers (CMSMs): thirty-seven municipalities and 10 District Social Services Administration Boards designated by the Province to manage the delivery of Ontario Works, child care and social housing programs. Some CMSMs are also responsible for public health and land ambulance services.

Domiciliary Hostel Standards: are the service standards and expectations from the City, as amended from time to time, for the provision of domiciliary hostel services by the hostel owner/operator.

Domiciliary Hostel Services

Agreement: refers to the contract entered into between the Corporation of the City of London and domiciliary hostel owner/operators for the provision of domiciliary hostel services.

Eligible Tenant: refers to a person receiving residential service from a domiciliary hostel that is approved by the City to receive domiciliary hostel per diem pursuant to the provisions of the Act and Regulations.

Hostel: means domiciliary hostel (or tenant's home) as defined by the Act.

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

Owner/Operator: refers to the entity providing domiciliary hostel services under a purchase of service agreement with the City of London.

Regulations: refer to the Regulations made under the Act.

Tenant: refers to a resident of a domiciliary hostel.

Appendix A: Domiciliary Hostel Owner/Operators

John Gordon Home – London Regional AIDS Hospice

596 Pall Mall Street
London, Ontario
N5Y 2Z9
519-433-3951

Contact: Bruce Rankin, Executive Director

**Mission Services of London
Men's Mission and Rehabilitation Centre**

459 York Street
London, Ontario
N6B 1R3
519-672-8500

Contact: Gordon Russell, Branch Director
Fred Hagglund, Executive Director

Mount Brydges Rest Home

22417 Adelaide Road
Mount Brydges, Ontario
N0L 1W0
519-264-1012

Contact: Nancy Smith, Owner/Administrator