



Domiciliary Hostel

Operators Handbook and Standards

This handbook serves as a guideline for the operation of Domiciliary Hostels in The District Municipality of Muskoka. This handbook is designed as a resource and a reference guide for current and new Owner/Operators to support them in developing policies and procedures.

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1.0 Introduction

1.1 Background Information

The term domiciliary hostel emerged in the late 1970s as a catch-phrase for a range of housing operations that received funding on a per diem basis to provide shelter and some support for activities of daily living to vulnerable adults. The program has evolved to become permanent housing for vulnerable adults with a range of special needs including those with mental illness, physical and/or developmental disabilities and addictions. For most of these individuals, it is a matter of no longer being able to live on their own and not yet qualifying for placement in long-term facilities. The District Municipality of Muskoka is the Consolidated Municipal Service Manager and as such, is responsible for the delivery of social services in Muskoka. Muskoka Community Services provides funding for domiciliary care beds through purchase-of-service agreements with commercial and non-profit service providers. The District Municipality of Muskoka is responsible for determining eligibility and admission for domiciliary care services.

In 2003, The District Municipality of Muskoka amended its policy on the delivery of our Domiciliary Hostel Program. At that time, it was determined that persons in receipt of assistance through the program would continue to receive subsidy as long as they remained financially eligible for assistance and in residence at the same hostel. However, all new intake was halted. This direction was primarily struck due to the lack of provincial regulatory standards for the Domiciliary Hostel Program.

Recently, there have been some new and important developments in the Domiciliary Hostel Program. The Ministry of Community and Social Services has established a new Domiciliary Hostel Program framework, which sets out clear and detailed expectations for the Domiciliary Hostel Program including the requirement that The District Municipality of Muskoka, in conjunction with our hostel providers, develop and implement local standards. The province has also announced that the maximum per diem rate for the hostel program has been increased to \$46.82 per day. The current operating budget for domiciliary care services in Muskoka is approximately \$250,000.

1.2 Guiding Principles

Best practice evidence in the provision of housing and supports promotes fostering a level of independence for all individuals, including vulnerable adults, in order to facilitate housing retention. In addition, research has demonstrated that the qualities and features of housing settings that produce positive outcomes for vulnerable adults include: social support, good housing quality, favourable locations in the community, privacy, a small number of tenants and tenant control and choice.

The District Municipality of Muskoka is committed to ensuring that domiciliary care services are delivered in ways that support vulnerable adults to maintain housing and to access supports both in the home and community that foster and promote independence and social inclusion. Tenants are responsible, as far as possible, to maintain their personal well being and to participate in decisions about their personal care and health needs. Services are to be provided in an atmosphere of dignity and respect for all tenants. Tenants' rights and privacy are to be promoted and protected at all times.

The District Municipality of Muskoka values diversity and the importance that this value upholds in the delivery of human services. All domiciliary care service providers are expected to comply with Ontario's Human Rights Code, which guarantees equal treatment without discrimination on the following grounds race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same sex partnership status, family status, receipt of public assistance or disability.



1.3 Purpose of Standards

The purpose of this document is to provide program guidelines and best practice approaches that will ensure an accountability framework for domiciliary care services that are being contracted throughout Muskoka. The District Municipality of Muskoka has a responsibility to the tenants who are served through our contracted domiciliary care service providers that facilities meet acceptable standards.

The Domiciliary Hostel Guidelines are intended to be in addition to the requirements of any other regulating authority or statute.

The District Municipality of Muskoka may, at their discretion, amend or abridge any provision or standard in the Guidelines as it applies to a particular hostel or circumstance, provided that all minimum requirements of any other regulatory authority or statute are maintained.

This document is designed to provide a comprehensive approach to managing, evaluating, and ensuring contract compliance with the District Municipality of Muskoka Domiciliary Care Service Providers. The document highlights key administrative standards and procedures required to effectively deliver domiciliary services to a resident after entering this system of care and being discharged from this system of care.

2.0 Confidentiality and Privacy Act

2.1 Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

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 District Municipality of Muskoka is 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.

The Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) shall allow a resident to request the right of access to all or part of their record. A resident's personal information can only be disclosed with a signed consent from the resident.

3.0 Operational Processes

3.1 Initial Eligibility and Intake

The District Municipality of Muskoka staff are responsible for screening and placing a resident into their particular home. Initial referrals for placement come from a variety of placements including hospital discharge planning departments, other residential facilities, homecare case managers, Ontario Works, Ontario Disability Support Program workers, physicians, families and friends. All service providers will endeavor to make every attempt to serve individuals either by direct service or by referral to other community resources. The District Municipality of Muskoka domiciliary care services are based on the following criteria:

- Available funding, and
- The resident is a minimum of 18 years of age, and
- Requires assistance in activities of daily living due to the effects of a disability or advanced age, and
- Demonstrated financial need.

Residents in receipt of Ontario Works or in receipt of Ontario Disability Support Program would be eligible if they meet the above four criteria. Once eligibility is screened and pre –admission information is collected, recorded and disclosed to the District Municipality of Muskoka Case Manager – Housing, the resident is immediately admitted to the program's priority wait list (if applicable) to determine subsidy (per diem) and personal needs allowance (PNA) funding.

Residents funded under the Homes for Special Care (HSC) would not qualify for domiciliary care services. The Homes for Special Care Program provides long-term and permanent residential care to persons discharged from Provincial Psychiatric Hospitals and who require supervision or assistance with activities of daily living. This Ministry of Health and Long Term Care Program encourages community living by offering a housing alternative to institutional care and provides operators, licensed under the HSC Act, with per diem subsidy and personal needs allowance funding for their residents.

Approval of applicants rests with The District Municipality of Muskoka staff.

Ongoing Eligibility:

Muskoka Community Services will make certain that reassessments are conducted from time to time, at Muskoka's discretion, to ensure the term of housing continues to meet the individual's needs. Should such assessment indicate less or more care is required, the Domiciliary Hostel support will be discontinued following a reasonable length of time for the tenant's relocation (will not typically exceed 60 days).

3.2 Home Criteria

To be eligible to provide housing to individuals, the hostel must be a small retirement home or boarding home, or licensed as a Home for Special Care. The Owner/Operator must demonstrate that housing is maintained as per standards outlined by The District Municipality of Muskoka.

3.3 Per Diem Subsidy and Personal Needs Allowance

Residents that have been admitted and have met the eligibility criteria will be entitled to the per diem subsidy and personal needs allowance (PNA) that is payable to the operator through the District Municipality of Muskoka. A resident when deemed eligible and has been admitted to the program is required to pay 100% of his or her income to the operator. The service provider shall have documented policies and procedures to ensure administration of the personal needs allowance.

Attention must be taken when calculating the monthly subsidy and PNA amounts due to the operator and resident. From time to time, an operator and resident that has been assessed as eligible and has been admitted to the program may not receive subsidy for that particular month. This usually occurs when the resident's income exceeds the total per diem subsidy allowable for that month. The resident's income will not exceed \$46.82 per day (based on a monthly calculation) plus the \$122 PNA allowed in order for the operator and resident to be eligible to receive remuneration. Residents would also have their PNA adjusted if income levels exceed this monthly calculation. Per diem subsidy rates would change should the minimum per diem cap increase. The following are examples on how the per diem subsidy would be calculated:

1. June's per diem (30 days x \$46.82) = \$1,404.60
June's income from the resident = \$1,404.60

The operator would not be entitled for a subsidy, but the resident would continue to be eligible for the \$122.00 PNA, payable to the operator.

2. August's per diem (31 days x 46.82) = \$1,451.42
August's income from the resident = \$1,100.10

The operator would be entitled to \$351.42 (\$1,451.42 - \$1,100.00 = \$351.42), in subsidy and the resident would be entitled to a PNA of \$122.00 payable to the operator.

3.4 Invoicing and Billing Procedures

The District Municipality of Muskoka will remit payment to the operator upon submitting monthly billing invoices that have been reviewed and approved by the Case Aide – Housing. Domiciliary care subsidy is paid in arrears. Service providers are required to submit monthly billings between the 1st and 5th of each month for the previous month. Failure to submit invoices by the 5th of the month could result in the processing of invoices to be delayed. If an invoice or part of an invoice is rejected by The District Municipality of Muskoka, the service provider may be required to submit a clarified, corrected or revised invoice or part invoice that is acceptable to The District Municipality of Muskoka within 10 working days of the request.

The District Municipality of Muskoka finance department will remit a monthly domiciliary subsidy cheque or direct the deposit to the operator based on that month's approved billing information. It is the responsibility of the operator to provide the PNA portion directly to the resident. Detailed PNA ledger information shall be maintained at the operator level for verification and audit reviews being conducted by the domiciliary program staff or Ministry of Community and Social Services program audit staff.

3.5 Discharge Planning

The domiciliary care service provider will prepare a discharge planning report when a resident does not meet the on-going eligibility for the service or they are moving out of the domiciliary facility that they are a resident of. The service provider's responsibility will involve completing the proper discharge information report and providing a copy to the resident and The District Municipality of Muskoka Case Manager - Housing within 72 hours.

A resident may be discharged for a number of reasons that may include:

- Resident continues not to comply with house rules and is posing a health and safety risk
- Resident's physical and or mental health needs exceed the capacity of the operator's expertise
- Resident feels that the home no longer meets their need or expectations.

Under these circumstances the operator will prepare the proper discharge report and consult with the Case Manager - Housing about appropriate referrals and admission to other services for the resident.

4.0 Service Provider Standards

4.1 Tenant Rights and Responsibilities

Every domiciliary care provider shall have house policy procedures and shall have posted in the home the Rights and Responsibilities of tenants. At minimum, tenants have the right to:

- Basic needs including food, water and shelter;
- A clear understanding of house rules and tenant responsibilities;
- Be free from discrimination, harassment and be treated in a non-judgmental and respectful way;
- Be informed of internal policies and processes for documenting, investigating and resolving complaints;
- Contact District of Muskoka staff with concerns that have not been addressed without fear of punishment;
- An environment that is free from harassment or discrimination;
- The protection of their privacy;
- Receive a written tenancy agreement;
- Receive a Care Home Information Package (CHIP) which states the agreement between the retirement or rest home and the tenant, services being provided, along with costs for these services;
- Information on community services and resources;
- Explanation of forms and requests for information;
- The opportunity to set their own goals, make decisions that affect them and receive support as they work towards these goals.

At minimum tenants are expected to:

- Follow the rules of the domiciliary hostel;
- Treat fellow tenants, staff, and volunteers with respect;
- Respect the home and the personal belongings of others at all times.

4.2 Accommodation Standards

- All service providers shall have current documentation verifying that they meet all current health, fire, building and zoning regulations. Proof of compliance, with all applicable Codes and Acts, must be submitted to The District Municipality of Muskoka at the time of service agreement renewals or as required.
- Annual proof of commercial general liability insurance, including coverage for bodily injury and property damage resulting from the operation of the home with an inclusive limit of at least \$ 2,000,000.00 per claim or occurrence must be in force at all times when one or more tenants are present. Any changes in policy (if applicable) are to be reported to The District of Muskoka as soon as possible.
- Service providers will be required to provide proof of insurance annually to The District of Muskoka at the time of service agreement renewal or as required.
- All premises are to be clean, sanitary, safe and free of hazards at all times.
- All homes shall meet the Building Code requirements as to the amount of space per tenant.
- Each tenant is to be provided with clean sheets, pillowcases, bedding, face cloths and towels weekly or more frequently as required.
- Washrooms, including showers, toilets and sinks, are to be provided as per the Building Code specifications, including the ratio of fixtures per tenants.
- Access to laundry facilities, including supplies, are to be provided for tenants to launder personal belongings at least once per week without a fee
- A common area for tenants is to be made available.

4.3 Health and Safety Standards

- Tenants will not possess weapons at any time. Any weapons owned by Owner/Operators shall be stored and maintained in accordance with the Firearms Act.
- The home will have a written and posted smoking policy for the tenants.
- Smoking is prohibited in tenant bedrooms.
- The staff and volunteers must be trained on communicable diseases such as TB, HIV, Hepatitis B and C, and other outbreaks of infectious diseases.
- Staff must be trained in First Aid, CPR and WHMIS training.
- One staff member with training in First Aid and CPR must be on the premises at all times.



- All staff and volunteers will be educated and encouraged to maintain current immunizations including vaccination information against Hepatitis B virus and TB screening.
- All staff and volunteers must have a copy of a criminal reference check on file prior to commencing employment at the home.
- All homes shall have an approved, written and posted fire and emergency evacuation plan accessible for staff, volunteers and tenants.
- The home shall have documented medication management and drug storage policy that clearly outlines requirements for administration and storage of all medication.
- Adequate staffing levels are to be maintained at all times without exception.

4.4 Food Safety and Nutritional Standards

- Tenants are to be served a minimum of three meals per day with snacks available between each meal. All meals and snacks are to be planned in accordance with the standards set out in the most recent version of the Canada Food Guide.
- Alternate choices are to be available for tenants when the tenant has provided reasonable advanced notice.
- Food storage and handling should comply with all applicable Regulations and Acts, including the Health Protection and Promotion Act.
- Menus are to be planned one week in advance and posted in a conspicuous location in the home. Menus are also required to indicate meal times.
- Tenants are to have the option of obtaining a brown bag meal should they be away from the home during a regularly scheduled meal time.
- Homes are responsible to ensure that all dietary and serving staff are aware of special diets as applicable including religious/cultural observances.
- There is to be a provision of meals, snacks and fluids for tenants who are unable to access these independently.

4.5 Staffing Requirements and Code of Conduct

- Operators must ensure appropriate staffing complement and qualifications that ensures safety and an adequate level of support that is responsive to the level of functionality of the tenants in the hostel at all times.
- Owner/Operators are responsible to develop a staff code of conduct that clearly outlines professional behaviour that all staff is required to adhere to at all times.



- The staff code of conduct is to be reviewed with all staff prior to commencing employment and must be posted in a conspicuous place on the premises.
- Unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature constitutes sexual harassment.
- Under no exception shall an Operator, or any other hostel staff or volunteers, become involved in a sexual relationship with a resident.
- Residents shall not be subject to physical restraints of any kind.

5.0 Accountability Standards

5.1 The District Municipality of Muskoka Role

- The District Municipality of Muskoka is responsible to oversee and administer the Domiciliary Hostel Program in accordance with The District Municipality of Muskoka standards
- The District Municipality of Muskoka does not directly operate domiciliary hostels in Muskoka.
- The District Municipality of Muskoka works with Owner/Operators throughout Muskoka to provide support, guidance and resources to assist those operating domiciliary hostels in Muskoka.
- To flow subsidies to providers who the have signed service agreements with The District Municipality of Muskoka.
- The District Municipality of Muskoka reserves the right to terminate service agreements with providers for non-compliance issues.
- District of Muskoka staff will visit contracted domiciliary care homes at least annually. Staff will be reviewing operations to ensure compliance with the standards herein.
- At least once per year, District of Muskoka staff will interview tenants who reside in domiciliary hostels under this program to ask questions about the quality of care and services that are provided to them.

5.2 Domiciliary Care Service Provider Role

- All contracted domiciliary hostel providers shall meet standards and adhere to the conditions outlined in the Request for Service Agreement.
- Domiciliary service providers are required to comply with all applicable federal, provincial, municipal laws, bylaws, regulations, codes, orders or directives.
- Domiciliary hostel providers are expected to respond professionally and appropriately to all complaints from residents and shall ensure that a formal complaint process is part of the operational procedures in which a written record is maintained concerning the complaint and a written record is maintained concerning the resolution.

5.3 Conflict of Interest

Given the nature of care and access to personal property information and health information, domiciliary care operators can benefit from a tenant's information. Access to this information cannot be used or cannot be perceived to be used to influence and benefit the personal nature of the organization or its owners, directors and employees. To avoid these situations,



operators are expected to disclose any perceived conflicts concerning clients of domiciliary care services with The District Municipality of Muskoka.

Examples would include such situations as:

- Being appointed as a General Power of Attorney, a Continuing Power of Attorney for Property, and/or being appointed as a Power of Attorney for Personal Care;
- Screening and recommending family members to become domiciliary care tenants of your facility;
- Not maintaining a current and an up-to-date personal needs allowance general ledger to track cash disbursements to tenants;
- Employing the domiciliary care tenant or financially assisting the domiciliary care tenant and not disclosing or reporting the income on the monthly tenant billing information.

Care providers are obligated to declare any conflicts of interest they may have to The District Municipality of Muskoka.

5.4 Service Provider's Corporate Structure

Domiciliary care contracted services may be awarded to either non-profit or commercial operators in The District Municipality of Muskoka. Both types of operators shall meet the requirements for governance and business planning requirements. These include:

- Articles of Incorporation under the laws of Ontario and the applicable laws of Canada in good standing;
- Registered legal business name or any other name under which it carries on business along with the corporate mailing address;
- List of Directors with contact mailing lists and phone numbers, submitted annually to The District Municipality of Muskoka;
- Preparation of annual financial statements in accordance to generally accepted accounting procedures;
- The right to have The District of Muskoka program staff review financial records, budgets, business plans, and other documents upon request;
- Annual proof of insurance providing coverage for a limit of not less than \$2,000,000 for each occurrence of a claim with a clause that includes The District Municipality of Muskoka as additionally insured.



5.5 Serious Occurrences

All homes will have a system in place to record serious and unusual occurrences. The recording of these occurrences should include identifying any tenants who were involved in or witnessed the occurrence and what actions have been taken by the operator to resolve the situation.

The District Municipality of Muskoka must receive a Serious Occurrence Report within 24 hours of the occurrence.

Any incidents of a serious nature, including the occurrence of a criminal offense are to be reported immediately to The District of Muskoka Case Manager – Housing.

6.0 Application to Become a Domiciliary Care Service Provider

An application to be considered as a District Municipality of Muskoka domiciliary care service provider can be made directly to The District Municipality of Muskoka's Community Services Department. Applications are available upon request. An application does not guarantee status as a District Municipality of Muskoka domiciliary care service provider.

Many factors are considered before an application is awarded a service contract with The District Municipality of Muskoka. All applications are acknowledged, reviewed and kept on file for future consideration.

See Appendix A.

7.0 District of Muskoka Standards

8.0 Glossary of Terms

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

Agreement: A mutual and legally binding understanding between The District of Muskoka and the Owner/Operator as to their respective rights and obligations.

CMSM: Refers to Consolidated Municipal Service Manager.

Common Areas: Areas located in a Domiciliary Hostel where more than one tenant may congregate at a time, for example, sitting rooms, dining rooms, and outdoor areas.

Compliance: Statement outlining requirements of Owner/Operators under the Domiciliary Hostel Program.

Communicable Diseases: Diseases and conditions that are required to be reported to local health authorities.

Domiciliary Hostel: A facility operated independently of The District of Municipality Muskoka by the Owner/Operator as set forth in an Agreement between the Owner/Operator and The District of Muskoka.

Inspection: A visit to the Domiciliary Hostel by The District Municipality of Muskoka staff, for the purpose of conducting a review of service records, tenant records, policies and procedures for the purpose of determining if contractual obligations including compliance with Domiciliary Hostel Standards are being met.

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

Owner/Operator: The Owner/Operator under an Agreement with The District Municipality of Muskoka.

Per Diem Amount: An amount calculated in accordance with the formula set out in the Domiciliary Hostel Agreement that is payable by The District of Muskoka to the Owner/Operator for the provision of services rendered pursuant to the Agreement.

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

Service Agreement: Agreement entered into by The District Municipality of Muskoka and Owner/Operators with respect to provision of service to eligible persons who are part of the Domiciliary Hostel Program.

Tenant: A person, who is 18 years of age and over, and determined by The District of Muskoka, in its sole discretion, to be eligible under the Domiciliary Hostel Program.

The District of Muskoka: Short form referring to The District Municipality of Muskoka; also known as Muskoka.

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



Trusteeship Agreement: An agreement signed by a person appointed to oversee a tenant's financial matters while residing in a Domiciliary Hostel. Those signing trusteeship agreements are required to comply with rules and regulations of such agreements.

9.0 Appendices

Appendix A – Request for Service Agreement

Appendix B - Intake Referral Form

Appendix C - Consent to Disclose and Verify Information

Appendix D - Serious Occurrence Reporting Form

Appendix E - Tenant Consent for Owner/Operators to Manage PNA

Appendix F - Tenant PNA Ledger/Record

Appendix G - Site Inspection Report – Domiciliary Hostels

Appendix H - Hostel Subsidy Form

Appendix I – Canada’s Food Guide

Appendix J – Service Provider Package – Master Copies

- Sample Tenancy Agreement
- Sample House Rules
- Sample Letter of Agreement
- Sample Staffing Chart

Appendix A – Request for Service Agreement

Request for Service Agreement With The District Municipality of Muskoka



Please submit with all supporting documentation as listed below

NEW AGREEMENT ☐

RENEWAL ☐

Program Name:			
Contact Person:			
Address			
Phone Number:		Fax Number:	
e-mail Address:			
Program Type (i.e. Retirement home, Boarding home, etc.)			
Please complete the following:			
Capacity	Days of Operation/ week	Hours of Operation/ week	Months of Operation
Additional Information			
Please include the following with this submission			
√	Item	Office Use Only	
	Tenancy Agreement		
	Copy of Insurance coverage (\$2,000,000 liability)		
	Copy of House Rules		
	Sample Serious Occurrence Report		
	Copies of all inspections as per standard 1.14		
	Proof of compliance with Safe Drinking Water Act		
	Written statement signed by board/manager agreeing to all the policies and procedures of The District Municipality of Muskoka		
	List of staff to include qualifications (i.e. First Aid, CPR, WHMIS etc.)		
	Copies of Menus		

Forward this request to: **Manager of Housing**
Muskoka Community Services
70 Pine Street, Bracebridge. ON P1L 1N3

Signature of Applicant

Date

January 2008



Appendix B – Intake Referral Form



Intake Referral Form (To be completed by a referring social services agency)

DATE OF REFERRAL: _____

NAME OF PROPOSED RESIDENCE: _____

NAME OF
APPLICANT: _____

DATE OF BIRTH: _____

S.I.N.: _____

HEALTH CARD # _____

Name of Family Member/Power of Attorney or Contact Person:

Telephone:

Available Income (please state amounts):

O.A.S. _____ C.P.P. _____ O.D.S.P. _____

G.A.I.N.S. _____ Private Pensions _____

Assets _____

Other _____

Comments:

Residential History:

Please fax to: Manager of Housing, The District Municipality of Muskoka, (705) 645-5319

December 2007



Appendix C – Consent to Disclose and Verify Information

Consent to Disclose and Verify Information



THE DISTRICT MUNICIPALITY OF MUSKOKA

COMMUNITY SERVICES DEPARTMENT – HOUSING
70 PINE STREET, BRCEBRIDGE, ONTARIO P1L 1N3
Telephone (705) 645-2412 1-800-461-4210 Fax (705) 645-5319

1. I/We _____
Full name of applicant/recipient
consent to the collection of information by, and the release of information to, an authorized representative of The District Municipality of Muskoka, Community Services for the purpose of determining or verifying my/our initial and ongoing eligibility for Hostel assistance and administering my/our assistance.
2. Without restricting the generality of the consent in section 1, I/we specifically consent to the release of information relating to any bank account, safety deposit, assets of any nature or kind whatsoever held by or on behalf of:

Full name of applicant/recipient
alone or jointly with any other person, in any financial institution.
3. I/We further consent to an authorized representative of The District Municipality of Muskoka, disclosing to any party personal information about

Full name of applicant/recipient
for the purpose of determining or verifying initial and ongoing eligibility for Hostel assistance and for administering Hostel assistance.
4. I/We further consent to the information being exchanged with The District Municipality of Muskoka, the Ministry of Community and Social Services, or the Government of Canada, the government of any other province or territory, the Government of Ontario, a ministry or department of any of the foregoing, or any agency or any party in order to verify information for the purposes of determining or verifying initial and ongoing eligibility for Hostel assistance and administering Hostel assistance.
5. I/We understand that this consent will apply to inquiries made relating to initial eligibility for, as well as past and ongoing receipt of Hostel assistance. I/We further understand that the inquiries may take the form of electronic data exchanges.

I have read or had read to me and understand the consent set out above.

Signature/mark of applicant/recipient or person
applying on behalf of applicant/recipient

Witness

Date

Notice With Respect to the Collection of Personal Information

*(Freedom of Information and Protection of Privacy Act)
(Municipal Freedom of Information and Protection of Privacy Act)*

This information is collected under the legal authority of The District Municipality of Muskoka,
for the purpose of administering Muskoka's Hostel Subsidy Program.

Revised December 2007



Appendix D – Serious Occurrence Reporting Form



Serious Occurrence Reporting Form

Name of Home:	Date/Time of Occurrence:	Date of Notification: Time of Notification:
Occurrence Reported by:		
Name of Tenant involved:		Date of Birth:
<p>Type of Serious Occurrence:</p> <p> <input type="checkbox"/> Death of a Tenant <input type="checkbox"/> Resident Safety <input type="checkbox"/> Insurance Termination <input type="checkbox"/> Food & Inspection Concerns <input type="checkbox"/> Weapons & Illegal activities <input type="checkbox"/> Litigation Dispute <input type="checkbox"/> Municipal By-Law Conflict <input type="checkbox"/> Resident Abuse <input type="checkbox"/> Accident/Injuries <input type="checkbox"/> Fire Inspection Concerns <input type="checkbox"/> Unresolved Client or Caregiver Complaint <input type="checkbox"/> Emergency/Disaster Response <input type="checkbox"/> Theft <input type="checkbox"/> Medication Issues <input type="checkbox"/> Missing Persons <input type="checkbox"/> Communicable Diseases (reportable to Public Health Authority) <input type="checkbox"/> Breach of Confidentiality/Privacy <input type="checkbox"/> Power Outage More Than 24 Hours <input type="checkbox"/> Other </p>		
Summary of Occurrence:		
<p>Were the police notified? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Date and Time of Police Notification:</p>		
<p>If the tenant died, was the Coroner notified? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Date and time of Coroner Notification:</p>		
Action Taken:		
Name(s) of Persons notified (including times):		
Further action proposed:		
Completed by:	Completion Date:	

December 2007



Appendix E – Tenant Consent for Owner/Operators to Manage PNA

Tenant Consent for Owner/Operators to Manage PNA

I, _____
(Print name of Tenant, or next-of-kin, or Power of Attorney)

give permission to

(Print name of residential care home or operator)

to receive and manage the monthly Personal Needs Allowance for

(Name of Tenant)

(Signature of Witness)

(Signature of Tenant, next-of-kin,
Power-of-Attorney)

(Date)

(State relationship to Tenant, if next-of-kin)



December 2007



May 2008

Domiciliary Hostel
Operator's Handbook and Standards

Tenant PNA Ledger/Record

Record to be maintained in Tenant files at all times.

THE DISTRICT  OF MUSKOKA

THE DISTRICT OF MUSKOKA

Domiciliary Hostel
Operator's Handbook and Standards

Appendix G – Site Inspection Report

Site Inspection Report – Domiciliary Hostels

Name of Hostel:	Date of Inspection:
	Inspected by:

Program Administration Standards	Y e s	N o	N / A	Comments
Do tenants have access to their personal information and records?				
Is tenant information only disclosed with appropriate signed consent?				
Does the home maintain tenant files with documentation of emergency contact, copies of power of attorney information for property and personal care, health card numbers, former place of residence address, and other progress note information concerning changing tenant requirements for supportive care needs?				
Does the home have a Care Home Information Package (CHIP), which states the agreement between the retirement home or rest home and the tenant services being provided, along with the cost for these services?				
Are tenant files kept in a secure and locked area?				
Has the home had any serious occurrences over the last year? If yes, comment if the home filed a serious occurrence report with The District Municipality of Muskoka.				
Does the home maintain a PNA ledger for every Tenant who is eligible to receive the PNA?				
If Owner/Operators manage a tenant's PNA is there signed consent on file?				
Does the staff have training and/or experience to monitor the safety and security of cognitively impaired tenants?				
Do the staff have training and/or experience with mental health and addiction issues?				
Are records of staff training retained on file at the home?				
Is there at least one staff person trained in First Aid and CPR on the premises at all times?				
Is there police clearance on file for all staff working with the tenants in the home?				
Is a staff code of conduct posted visibly in the home?				
Does the home have a 24 hour 7 day per week medical response protocol for a tenant in need of medical assistance?				
Are staff trained upon hiring and/or re-certified in First Aid and CPR training?				
What date was the home and property last inspected for fire safety?				
Are fire extinguishers, fire alarm systems and emergency exit lighting inspected monthly?				
When was the last date of inspection by the local Health Unit completed? Were there any compliance orders issued?				
Is there an elevator on the premises?				
Is there an elevator license?				
Date of last elevator inspection.				

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Domiciliary Hostel Standards



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Appendix G – Site Inspection Report (cont'd)

Hostel Operation Standards	Y e s	N o	N / A	Comments
Are the premises clean, sanitary, safe and free of hazards? If not, provide comment on action plan for resolution.				
Does the home have written policies and procedures to address emergency situations?				
Does the home have an emergency evacuation plan including alternative housing arrangements for the tenants?				
What date was the emergency evacuation plan last tested?				
Does the home have a fire plan? If not, provide comment.				
What date was the fire plan last tested?				
Is the fire plan posted in various locations in the home? If not, provide comment.				
Are fire drills conducted on a monthly basis?				
Were there any non-compliance orders issued? If yes, provide comment on what follow-up occurred.				
Are floor plans posted including clearly marked exit route(s)?				
Does the home have a written policy on weapons and other potentially dangerous items?				
Is this shared with tenants?				
Is the staff trained in Workplace Hazardous Materials Information Systems? (WHMIS)?				
Are staff and volunteers made aware of information on specific diseases such as TB, HIV, Hepatitis B and C and other potential outbreaks of infectious diseases?				
Is the staff encouraged to maintain current immunizations?				
Is there a complete first aid kit on the premises?				
Are there procedures for dealing with exposure to blood or bloody bodily fluids in place?				
Are there written policies and procedures developed in consultation with the Simcoe Muskoka District Health Unit for preventing, handling and reporting communicable diseases?				
Are staff and volunteers knowledgeable and have they been oriented towards routine practices and additional precautions that include hand washing, personal hygiene and the use of protective supplies and equipment?				
Does the home have policies and procedures in place regarding medication management and drug storage?				
Is medication under lock and key at all times?				
Is medication that is distributed by the staff recorded in a logbook?				
Are there written policies and procedures in place to ensure tenants may safely report any violence or abuse including threats of violence or abuse?				
Is there access to basic telephone service for tenants?				
Is privacy provided for tenants when making telephone calls?				
Are windows in bedrooms fitted with appropriate window coverings?				
Is each tenant offered a bed with a mattress, a pillow and bedding that consists of two sheets, a blanket and a pillow case?				
Are privacy screens provided to tenants if they request one?				
Does each bedroom have one or more windows that open to				

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Domiciliary Hostel Standards



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Appendix G – Site Inspection Report (cont'd)

Hostel Operation Standards	Y e s	N o	N / A	Comments
the outside?				
Are all windows screened appropriately?				
Are washrooms including showers, toilets and sinks provided as per the Building Code specifications?				
Are all cleaning and hazardous materials stored in an area separate from that in which food supplies are stored?				
Do all refrigeration units have accurate indicating thermometers?				
Is the Canada Food Guide posted in a conspicuous location in the home?				
Are there common areas made available for tenants and their visitors? If not, provide comment.				
Is home entertainment equipment provided for the tenants use?				
Is there an outdoor sitting area available for the tenants?				
Are the premises free of vermin?				
Date of last pest control inspection (if applicable).				
Are laundry facilities provided for tenants? If not, provide comment.				
How often are towels, and bed linens changed?				
Does the home comply with the Safe Drinking Water Act 2002?				
Is there documentation to support compliance?				
Is water temperature controlled at outlets to prevent scalding?				
What is the temperature the home is maintained at year round?				
How does the home provide cool living areas during the summer months?				
Does the home have a recycling program?				

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Domiciliary Hostel Standards



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Appendix G – Site Inspection Report (cont'd)

Hostel Support Standards	Y e s	N o	N / A	Comments
Does the home provide assistance and support to the tenant in the following areas: Assistance in obtaining financial benefits; Referrals to appropriate support services or resources; Assistance to obtain clothing; Assistance to obtain transportation				
Does the home provide in-house social and recreational activities?				
Is a schedule of activities posted in a conspicuous location in the home?				
Does each tenant receive a written tenancy agreement?				
Is there a signed tenancy agreement in each tenant's file on the premises?				
Is an oral summary of the contents of the tenancy agreement provided to tenants?				
Are tenants able to have access to the home 24 hours per day?				
Are there written policies and procedures in place to provide for reasonable access of tenant's guests or external care providers to the home?				
Are all bedroom and bathroom doors lockable from the inside?				
Does the Owner/Operator have an access key for each room in case of emergency and/or for cleaning?				
Does each tenant receive a copy of the house rules and his or her rights and responsibilities on admission to the home?				
Is there a signed copy of the house rules in each tenant's file?				
Does the home have a written policy on rights and responsibilities of tenants?				
Are house rules posted visibly in the home?				
Are regular house meetings offered to the tenants?				
Is there a policy and procedure in place for dealing with conflict resolution?				
Does the home have a formal process for responding to all complaints?				
Does the home keep a written or electronic record of all complaints along with a written record of the resolution?				
Does the Owner/Operator follow Canada's Food Guide Standards to ensure tenants receive a nutritious and adequate diet?				
Are snacks provided to the tenants?				
Does the home offer a minimum of three meals per day to tenants?				
Are seconds made available to the tenants if requested?				
Are menus rotational and varying in nature?				

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Domiciliary Hostel Standards



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Appendix G – Site Inspection Report (cont'd)

Hostel Support Standards	Y e s	N o	N / A	Comments
Are deviations to menus retained on file at the home for a period of one year?				
Are tenant's encouraged to participate in menu planning?				
Are alternate choices available for tenants when tenants have provided reasonable advanced notice?				
Do tenants have the option to obtain a brown bag meal in the event that they will be away from the home during regular meal times?				
Does the Owner/Operator provide tenants with support to assist with arranging transportation if required?				
Is reasonable space provided for tenants to store currently used belongings?				

Canada's Food Guide

THE DISTRICT OF MUSKOKA

Appendix I – Canada's Food Guide (cont'd)

Recommended Number of Food Guide Servings per Day

Age in Years Sex	Children			Teens		Adults			
	2-3	4-8	9-13	14-18		19-50		51+	
	Girls and Boys			Females	Males	Females	Males	Females	Males
Vegetables and Fruit	4	5	6	7	8	7-8	8-10	7	7
Grain Products	3	4	6	6	7	6-7	8	6	7
Milk and Alternatives	2	2	3-4	3-4	3-4	2	2	3	3
Meat and Alternatives	1	1	1-2	2	3	2	3	2	3

The chart above shows how many Food Guide Servings you need from each of the four food groups every day.

Having the amount and type of food recommended and following the tips in *Canada's Food Guide* will help:

- Meet your needs for vitamins, minerals and other nutrients.
- Reduce your risk of obesity, type 2 diabetes, heart disease, certain types of cancer and osteoporosis.
- Contribute to your overall health and vitality.

Appendix I – Canada's Food Guide (cont'd)

What is One Food Guide Serving? Look at the examples below.

					
Fresh, frozen or canned vegetables 125 mL (½ cup)	Leafy vegetables Cooked: 125 mL (½ cup) Raw: 250 mL (1 cup)	Fresh, frozen or canned fruits 1 fruit or 125 mL (½ cup)	100% Juice 125 mL (½ cup)		
					
Bread 1 slice (35 g)	Bagel ½ bagel (45 g)	Flat breads ½ pita or ½ tortilla (35 g)	Cooked rice, bulgur or quinoa 125 mL (½ cup)	Cereal Cold: 30 g Hot: 175 mL (¾ cup)	Cooked pasta or couscous 125 mL (½ cup)
					
Milk or powdered milk (reconstituted) 250 mL (1 cup)	Canned milk (evaporated) 125 mL (½ cup)	Fortified soy beverage 250 mL (1 cup)	Yogurt 175 g (¾ cup)	Kefir 175 g (¾ cup)	Cheese 50 g (1 ½ oz.)
					
Cooked fish, shellfish, poultry, lean meat 75 g (2 ½ oz.)/125 mL (½ cup)	Cooked legumes 175 mL (¾ cup)	Tofu 150 g or 175 mL (¾ cup)	Eggs 2 eggs	Peanut or nut butters 30 mL (2 Tbsp)	Shelled nuts and seeds 60 mL (¼ cup)

Oils and Fats

- Include a small amount – 30 to 45 mL (2 to 3 Tbsp) – of unsaturated fat each day. This includes oil used for cooking, salad dressings, margarine and mayonnaise.
- Use vegetable oils such as canola, olive and soybean.
- Choose soft margarines that are low in saturated and trans fats.
- Limit butter, hard margarine, lard and shortening.

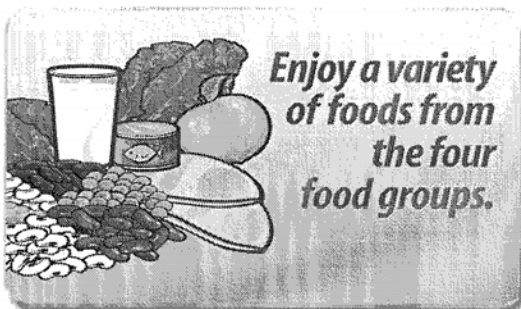
Make each Food Guide Serving count...
wherever you are – at home, at school, at work or when eating out!

- ▶ **Eat at least one dark green and one orange vegetable each day.**
 - Go for dark green vegetables such as broccoli, romaine lettuce and spinach.
 - Go for orange vegetables such as carrots, sweet potatoes and winter squash.
- ▶ **Choose vegetables and fruit prepared with little or no added fat, sugar or salt.**
 - Enjoy vegetables steamed, baked or stir-fried instead of deep-fried.
- ▶ **Have vegetables and fruit more often than juice.**

- ▶ **Make at least half of your grain products whole grain each day.**
 - Eat a variety of whole grains such as barley, brown rice, oats, quinoa and wild rice.
 - Enjoy whole grain breads, oatmeal or whole wheat pasta.
- ▶ **Choose grain products that are lower in fat, sugar or salt.**
 - Compare the Nutrition Facts table on labels to make wise choices.
 - Enjoy the true taste of grain products. When adding sauces or spreads, use small amounts.

- ▶ **Drink skim, 1%, or 2% milk each day.**
 - Have 500 mL (2 cups) of milk every day for adequate vitamin D.
 - Drink fortified soy beverages if you do not drink milk.
- ▶ **Select lower fat milk alternatives.**
 - Compare the Nutrition Facts table on yogurts or cheeses to make wise choices.

- ▶ **Have meat alternatives such as beans, lentils and tofu often.**
- ▶ **Eat at least two Food Guide Servings of fish each week.***
 - Choose fish such as char, herring, mackerel, salmon, sardines and trout.
- ▶ **Select lean meat and alternatives prepared with little or no added fat or salt.**
 - Trim the visible fat from meats. Remove the skin on poultry.
 - Use cooking methods such as roasting, baking or poaching that require little or no added fat.
 - If you eat luncheon meats, sausages or prepackaged meats, choose those lower in salt (sodium) and fat.



* Health Canada provides advice for limiting exposure to mercury from certain types of fish. Refer to www.healthcanada.gc.ca for the latest information.

Advice for different ages and stages...

Children

Following *Canada's Food Guide* helps children grow and thrive.

Young children have small appetites and need calories for growth and development.

- Serve small nutritious meals and snacks each day.
- Do not restrict nutritious foods because of their fat content. Offer a variety of foods from the four food groups.
- Most of all... be a good role model.

Women of childbearing age

All women who could become pregnant and those who are pregnant or breastfeeding need a multivitamin containing **folic acid** every day. Pregnant women need to ensure that their multivitamin also contains **iron**. A health care professional can help you find the multivitamin that's right for you.

Pregnant and breastfeeding women need more calories. Include an extra 2 to 3 Food Guide Servings each day.

Here are two examples:

- Have fruit and yogurt for a snack, or
- Have an extra slice of toast at breakfast and an extra glass of milk at supper.

Men and women over 50

The need for **vitamin D** increases after the age of 50.

In addition to following *Canada's Food Guide*, everyone over the age of 50 should take a daily vitamin D supplement of 10 µg (400 IU).

How do I count Food Guide Servings in a meal?

Here is an example:

Vegetable and beef stir-fry with rice, a glass of milk and an apple for dessert

250 mL (1 cup) mixed broccoli, carrot and sweet red pepper = 2 **Vegetables and Fruit** Food Guide Servings

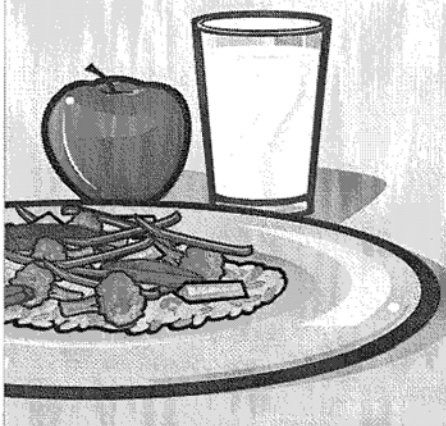
75 g (2 ½ oz.) lean beef = 1 **Meat and Alternatives** Food Guide Serving

250 mL (1 cup) brown rice = 2 **Grain Products** Food Guide Servings

5 mL (1 tsp) canola oil = part of your **Oils and Fats** intake for the day

250 mL (1 cup) 1% milk = 1 **Milk and Alternatives** Food Guide Serving

1 apple = 1 **Vegetables and Fruit** Food Guide Serving



Appendix I – Canada's Food Guide (cont'd)

Eat well and be active today and every day!

The benefits of eating well and being active include:

- Better overall health.
- Lower risk of disease.
- A healthy body weight.
- Feeling and looking better.
- More energy.
- Stronger muscles and bones.

Be active

To be active every day is a step towards better health and a healthy body weight.

Canada's Physical Activity Guide recommends building 30 to 60 minutes of moderate physical activity into daily life for adults and at least 90 minutes a day for children and youth. You don't have to do it all at once. Add it up in periods of at least 10 minutes at a time for adults and five minutes at a time for children and youth.

Start slowly and build up.

Eat well

Another important step towards better health and a healthy body weight is to follow Canada's Food Guide by:

- Eating the recommended amount and type of food each day.
- Limiting foods and beverages high in calories, fat, sugar or salt (sodium) such as cakes and pastries, chocolate and candies, cookies and granola bars, doughnuts and muffins, ice cream and frozen desserts, french fries, potato chips, nachos and other salty snacks, alcohol, fruit flavoured drinks, soft drinks, sports and energy drinks, and sweetened hot or cold drinks.

Read the label

- Compare the Nutrition Facts table on food labels to choose products that contain less fat, saturated fat, trans fat, sugar and sodium.
- Keep in mind that the calories and nutrients listed are for the amount of food found at the top of the Nutrition Facts table.

Nutrition Facts

Per 0 mL (0 g)

Amount	% Daily Value
Calories 0	
Fat 0 g	0 %
Saturates 0 g	0 %
+ Trans 0 g	
Cholesterol 0 mg	
Sodium 0 mg	0 %
Carbohydrate 0 g	0 %
Fibre 0 g	0 %
Sugars 0 g	
Protein 0 g	
Vitamin A 0 %	Vitamin C 0 %
Calcium 0 %	Iron 0 %

Limit trans fat

When a Nutrition Facts table is not available, ask for nutrition information to choose foods lower in trans and saturated fats.

Take a step today...

- ✓ Have breakfast every day. It may help control your hunger later in the day.
- ✓ Walk wherever you can – get off the bus early, use the stairs.
- ✓ Benefit from eating vegetables and fruit at all meals and as snacks.
- ✓ Spend less time being inactive such as watching TV or playing computer games.
- ✓ Request nutrition information about menu items when eating out to help you make healthier choices.
- ✓ Enjoy eating with family and friends!
- ✓ Take time to eat and savour every bite!

For more information, interactive tools, or additional copies visit Canada's Food Guide on-line at:
www.healthcanada.gc.ca/foodguide

or contact:

Publications
Health Canada
Ottawa, Ontario K1A 0K9
E-Mail: publications@hc-sc.gc.ca
Tel.: 1-866-225-0709
Fax: (613) 941-5366
TTY: 1-800-267-1245

Également disponible en français sous le titre :
Bien manger avec le Guide alimentaire canadien

This publication can be made available on request on diskette, large print, audio-cassette and braille.

Appendix J – Service Provider Package – Master Copies Sample Tenancy Agreement

Sample Tenancy Agreement

Resident: _____

Date of Entry: _____

Subsidized by: _____

Outlined below are a list of rules and regulations that are to be followed as part of your residency here at _____. Non-compliance with these rules can result in the termination of your residency here.

ALCOHOL/ILLEGAL DRUGS

Alcohol or illegal drugs are not permitted in the building. Entering the building under the influence is also not permitted.

SMOKING

Recent Ontario legislation does not permit any smoking indoors. Please smoke in outdoor allocated areas. Please note: THERE IS NO SMOKING PERMITTED IN YOUR ROOM. Violations will lead to fines laid by the local fire department and eviction.

ROOMS AND COMMON AREAS

Your room is to be kept clean and tidy at all times. Common areas are to be kept clean also. Residents are expected to act courteously, and with respect, to themselves, fellow residents and staff.

Residents agree to weekly entry to their rooms, by staff for the purposes of maintenance inspections, or cleaning, or inspections by Municipal Authorities for the purposes of licensing.

BEHAVIOUR

Since residents are in common areas a great deal, there is an expectation that you will try, to the best of your ability, to get along with persons around you, as well as your roommates. People's right to enjoyment of life, must be respected. Repeated complaints by fellow residents, or staff will lead to warnings and eventual termination of tenancy. There is no lending of cigarettes or money.

ROOM INSPECTIONS

All bedrooms have a keyed entry to which both the resident and manager only have a key. A resident can have an expectation of privacy. However, management reserves, at their sole discretions to enter the room for the purposes of ensuring the condition of the room meets fire and health standards – including clutter, and cleanliness. At the request of the tenant this may occur with the tenant present at all times. There may be additional inspection of the room if there is a suspicion of illegal drugs, alcohol or medications not turned into management. The resident has the right to be present at any of these inspections.

DAMAGE TO PROPERTY

A resident causing damage to the Care Home will be responsible for the reparation or the payment for it's reparation, or will be evicted.

INSURANCE

Residents are responsible for their own insurance on their personal possessions.

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Appendix J – Service Provider Package – Master Copies Sample Tenancy Agreement (cont'd)

WARNINGS, EVICTIONS AND TERMINATION OF RESIDENCY

- 1) A tenant may terminate their residency at any time for any reason, but must provide a 28 day written notice. Failure to do so may result in the Landlord applying to the Landlord & Tenant Board for 1 month of rent.
- 2) The Landlord may terminate the residency for any reasons outlined in the Residential Tenancies Act, or by joint consent between Landlord and Resident. The Landlord will evict a tenant on very short notice, or even no notice if the tenant poses a risk to himself/herself, or threatens the safety and security of the home.
- 3) Wherever possible, the landlord will issue a written warning, prior to termination of a residency, stating the infraction, and expectations for the future.
- 4) The Tenant/Resident has the right to appeal any actions taken by the Landlord to the Landlord & Tenant Board.
- 5) A notice of termination need not be given if a landlord and a tenant have agreed to terminate a tenancy (Form N11).
- 6) The Landlord may terminate a Tenancy Agreement under normal circumstances, with 30 days notice.
- 7) Criminal offences such as assault or theft, or damaging of the property will lead to immediate evictions, for the safety and security of the home.

Below is a portion of the Residential Tenancies Act, 2006, as it relates to Care Homes:

Responsibilities of Landlords and Tenants

Agreement required

139. (1) There shall be a written tenancy agreement relating to the tenancy of every tenant in a care home. 2006, c.17, s.139(1).

Contents of agreement

(2) The agreement shall set out what has been agreed to with respect to care services and meals and the charges for them. 2006, c. 17, s.139(2).

Information to tenant

140. (1) Before entering into a tenancy agreement with a new tenant in a care home, the landlord shall give to the new tenant an information package containing the prescribed information. 2006, c.17, s.140(1).

Effect of non-compliance

(2) The landlord shall not give a notice of rent increase or a notice of increase of a charge for providing a care service or meals until after giving the required information package to the tenant. 2006, c.17, s.140(2).

Tenancy agreement: consultation, cancellation

Tenancy agreement: right to consult

141. (1) Every tenancy agreement relating to the tenancy of a tenant in a care home shall contain a statement that the tenant has the right to consult a third party with respect to the agreement and to cancel the agreement within five days after the agreement has been entered into. 2006, c. 17, s.141(1).

Cancellation

(2) The tenant may cancel the tenancy agreement by written notice to the landlord within five days after entering into it. 2006, c. 17, s.141(2).

Appendix J – Service Provider Package – Master Copies Sample Tenancy Agreement (cont'd)

Entry to check condition of tenant

142. (1) Despite section 25, a landlord may enter a rental unit in a care home at regular intervals to check the condition of a tenant in accordance with the tenancy agreement if the agreement requires the landlord to do so. 2006, c.17, s.142(1).

Right to revoke provision

(2) A tenant whose tenancy agreement contains a provision requiring the landlord to regularly check the condition of the tenant may unilaterally revoke that provision by written notice to the landlord. 2006, c.17, s.142(2).

Assignment, subletting in care homes

143. A landlord may withhold consent to an assignment or subletting of a rental unit in a care home if the effect of the assignment or subletting would be to admit a person to the care home contrary to the admission requirements or guidelines set by the landlord. 2006, c.17, s. 143.

Notice of termination

144. (1) a landlord may, by notice, terminate the tenancy of a tenant in a care home if,
- (a) the rental unit was occupied solely for the purpose of receiving rehabilitative or therapeutic services agreed upon by the tenant and the landlord;
 - (b) no other tenant of the care home occupying a rental unit solely for the purpose of receiving rehabilitative or therapeutic services is permitted to live there for longer than the prescribed period; and
 - (c) the period of tenancy agreed to has expired. 2006, c.17, s.144(1).

Period of notice

(2) The date for termination specified in the notice shall be at least the number of days after the date the notice is given that is set out in section 44 and shall be the day a period of the tenancy ends or, where the tenancy is for a fixed term, the end of the term. 2006, c.17, s.144(2).

Termination, care homes

145. (1) Despite section 44, a tenant of a care home may terminate a tenancy at any time by giving at least 30 days notice of termination to the landlord. 2006, c.17, s.145(1).

Notice of termination, demolition, conversion or repairs

146. (1) A landlord who gives a tenant of a care home a notice of termination under section 50 shall make reasonable efforts to find appropriate alternate accommodation for the tenant. 2006, c.17, s.146(1).

Same

(2) Sections 52 and 64 do not apply with respect to a tenant of a care home who receives a notice of termination under section 50 and chooses to take alternate accommodation found by the landlord for the tenant under subsection (1). 2006, c.17, s.146(2).

**Appendix J – Service Provider Package – Master Copies
Sample Tenancy Agreement (cont'd)**

Transferring Tenancy

Application

148. (1) A landlord may apply to the Board for an order transferring a tenant out of a care home and evicting the tenant if,

- a. the tenant no longer requires the level of care provided by the landlord; or
- b. the tenant requires a level of care that the landlord is not able to provide. 2006, c.17, s.148(1).

Order

- (2) The Board may issue an order clause (1) (b) only if it is satisfied that,
 - a. appropriate alternate accommodation is available for the tenant; and
 - b. the level of care that the landlord is able to provide when combined with the community based services provided to the tenant in the care home cannot meet the tenant's care needs. 2006, c.17, s.148(2).

Mandatory mediation

- (3) If a dispute arises, the dispute shall be sent to mediation before the Board makes an order. 2006, c. 17, s. 148(3).

Same

- (4) If the landlord fails to participate in the mediation, the Board may dismiss the landlord's application. 2006, c. 17, s.148(4).

Please note prior to signing, and even after signing:

The tenant has the right to consult a third party with respect to the agreement and to cancel the agreement within five days after the agreement has been entered into.

For private Residents Only:

Rental Amount \$ _____ per month.

I HAVE READ, UNDERSTOOD, AND AGREE TO THE ABOVE GUIDELINES

RESIDENT: _____ STAFF: _____

WITNESS: _____ DATE: _____

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Appendix J – Service Provider Package – Master Copies
Sample House Rules

Sample House Rules

VIOLENCE OF ANY KIND WILL NOT BE TOLERATED.

ILLEGAL DRUGS ARE NOT PERMITTED AT ANY TIME.

ALCOHOL CONSUMPTION AND POSSESSION IS NOT PERMITTED.

SMOKING WITHIN THE HOME IS NOT PERMITTED AT ANY TIME.

ROOMS ARE CLEANED WEEKLY BY STAFF AND CHECKED WEEKLY FOR THOSE WHO CLEAN THEIR OWN ROOMS.

PERSONAL HYGIENE IS IMPORTANT TO THOSE AROUND YOU. WE ASK THAT YOU BATH AT LEAST 3 TIMES PER WEEK.

PLEASE RESPECT OTHER RESIDENTS RIGHTS AND DO NOT PLAY YOUR MUSIC LOUDLY.

NO MALE OR FEMALE SHALL ENTER A PERSON OF THE OPPOSITE SEX'S ROOM WITHOUT FIRST NOTIFYING STAFF OF THE SITUATION. THIS IS FOR YOUR HEALTH, SAFETY AND SECURITY.

ALL VISITORS MUST REPORT TO STAFF IMMEDIATELY.

IF YOU PLAN TO MISS A MEAL, MEDICATION DISTRIBUTION TIME, OR WILL BE OUT PAST 10 PM PLEASE ADVISE STAFF AHEAD OF TIME.

THANK YOU FOR YOUR CO-OPERATION.

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**Appendix J – Service Provider Package – Master Copies
Sample Letter of Agreement**

SAMPLE LETTER OF AGREEMENT
for The District of Muskoka

Laurie Thomson
Manager of Housing
Muskoka Community Services
70 Pine Street,
Bracebridge, Ontario P1L 1N3

INSERT DATE

Dear Laurie:

Re: Agreement to all policies and procedures set out for the Domiciliary Hostel Program in The District of Muskoka.

This letter is our written commitment to you promising to adhere to the policies and procedures set out by The District Municipality of Muskoka Housing Department for the Domiciliary Hostel Program. We will at all times and whenever possible do our best to fulfill your requirements.

If at any time we feel that we cannot do so, we will notify you in person.

Sincerely,

Name
Owner/Operator

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Appendix J – Service Provider Package – Master Copies
Sample Staffing Chart

Sample Staffing Chart

Name	First Aid	CPR	Crisis Intervention	Food Safety & Food Handler Certificate	Other
John Brown (full time)	Y	Y	Y	Y	Social work degree
Jane Brown (full time)	Y	Y			FA & CPR instructors certificate
Betty Cooke (part time)	Y		Y	Y	Applied Suicide Intervention Training
Joan White (casual)	Y	Y			Health Care Aide diploma
Susan Smith (casual)	Y	Y	Y		
Jean Baker (casual)	Y	Y			
Ron Williams (casual)	Y	Y			

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