



DOMICILIARY STANDARDS

City of Cornwall

Stormont, Dundas and Glengarry

October 2017

FOREWORD

The Domiciliary Hostel Standards Framework has been developed and updated to include the most recent information in respect to requirements under the Domiciliary Hostel Agreement Schedules A & B and any related By-law Numbers.

This manual will provide a convenient summary of some of the procedures that Operators must follow in meeting their obligations under the Domiciliary Standards. It should also serve as a useful reference guide for domiciliary staff.

The Operator shall comply with the following Guidelines regarding the conduct and operation of the Domiciliary Hostel.

BACKGROUND

The Social and Housing Services Department, City of Cornwall and S.D.& G. offers financial assistance for eligible individuals who have a medical need for Domiciliary Care but are not able to cover the costs. There are agreements with numerous domiciliary hostels in the Service area, and while a Case Manager may advise on an appropriate placement with consideration for the existing populations, the decision regarding placement rests with the individual.

There are 3 primary factors in determining and approving eligibility for subsidy for placement in a Domiciliary Hostel:

- Medical Need
- Financial Need
- Appropriateness of placement

In the absence of any one factor, subsidy may not be available. The Domiciliary Hostel Program is a discretionary service cost shared by Ministry of Municipal Affairs and Housing and the City of Cornwall and S.D. & G Counties. It is intended to 'top-up' the income of residents and that is why all changes of income must be reported immediately.

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Schedule A- Domiciliary Hostel Per Diem

The Municipality agrees to pay \$54.00 /day** per client for Domiciliary Hostel residents effective October 2016.

**This amount is subject to change with the approval of the Service Manager.

Schedule B- Domiciliary Hostel Standards

INTRODUCTION

The purpose of this document is to provide program standards that will ensure an accountability framework for domiciliary care services being contracted out through the Corporation of the City of Cornwall and the United Counties of Stormont, Dundas and Glengarry.

The accountability framework for domiciliary care will assist the City of Cornwall case management staff to:

- Define measurable service expectations and required resources to achieve these measures
- Monitor service progress and compliance against measurable service expectations
- Implement continuous improvements for monitoring, billing, reporting and client services
- Ensure understanding of roles and responsibilities between service providers and the Corporation of the City of Cornwall.

This document highlights key administrative standards and procedures required to effectively deliver domiciliary services to a resident after entering this system of.

1. ELIGIBILITY CRITERIA

It is the responsibility of the Domiciliary Hostel Operator to assess an individuals' appropriateness for residency in their Domiciliary Hostel. The operator must assess whether it has the resources to provide the level of care that the resident may require.

Intake Process

The Operator may choose to accept an individual for residency, prior to having an application for subsidy approved, however, in order to be eligible for subsidy, the individual must meet the following criteria listed below.

If the Operator accepts an individual for residency, they shall contact the Case Manager to add the resident to the waitlist.

Waitlist (if applicable)	Waitlist (if not applicable)
An appointment is only scheduled when the budget has the ability to support the subsidy of that resident	An appointment is scheduled as soon as possible with the resident.

The Case Manager will complete the following forms as part of the intake process:

- Domiciliary Application
- Consents
- Other applicable documentation

The Case Manager will review these documents, as well as, any other supplemental information (i.e. bank statements, insurance documents, etc.) and make a recommendation to the Program Supervisor.

The Program Coordinator will sign off on the recommendation of the Case Manager.

Eligibility Criteria

1. minimum of 18 years of age, and requires supervision in activities of daily living,
2. a senior is 60 years of age or older
3. is not eligible for long-term care,
4. is a recipient of mental health services, has a mental health diagnosis or exhibits symptoms that are diagnosable and have been documented by a medical doctor; and/or,
 - has a physical and/or developmental disability, which has been verified by a medical doctor, hospital or referral source;
 - and/or,
 - is a frail, elderly person,

Income

No person is eligible for domiciliary subsidy if their monthly income exceeds their monthly subsidized domiciliary budgetary requirements.

Assets

No person is eligible for domiciliary subsidy if their asset level exceeds \$40,000.00.

Asset Exemptions

The total combined amount of an accessible trust plus the cash surrender value of any life insurance policies owned by the recipient must not exceed \$100,000.

If a (asset) trust fund is not accessible by a recipient because of the terms of the (asset) trust, then it is **not** considered an asset, and is exempt (eg. Henson Trust Fund).

A pre-paid funeral, of any amount, is not included as an asset when determining eligibility for subsidy.

The Operator **must** notify the Department of any admission or discharge changes.

Assignment or Transfer of Assets

Applicants who dispose of assets inadequately (i.e. for less than fair market value) or dispose of assets solely to qualify for domiciliary care within one year preceding the application may be ineligible for benefits. A review period of up to three years prior to the date of the application may be used where the Administrator has reason to deem it appropriate in situations of inadequate disposal of assets.

Long-Term Care Facility Placement

The Operator must notify the Case Manager immediately when a resident's health changes to the point of requiring more than custodial care. The operator will meet with the family and resident to discuss referral to CCAC for assessment and to document concerns.

If there is a concern that the resident should have a CCAC assessment, but resident/family refuse assessment process, then a detailed medical from the physician is required to verify that Domiciliary is still an appropriate placement. Failure to provide a detailed written medical within 30 days of request from City, the subsidy will be terminated.

A resident deemed eligible for Long-Term Care Facility Placement is expected to accept the first such placement available. The resident and/or family may decline the placement, however, Domiciliary subsidy will be discontinued at that point. The resident/family would be required to make private arrangements with the Domiciliary Operator.

Temporary Absences

Provided that a Resident has confirmed, with the Operator, their intention to continue residing at the Hostel, the Resident is permitted to be absent from the Hostel. The standard outlines a number of up to fourteen days (14) absences, in a twelve (12) month period. During any such absences the Operator shall be entitled to receive the Per Diem amount.

Once the Resident has reached fourteen days (14) of absences, a letter will be sent to the Resident (c.c. to the operator) advising of their number of absences and the Case Manager may meet with and/or contact the Resident and Hostel Operator to review the file further. On a case-by case basis, subsequent payments **may** be reduced by any further days of absences over and above the initial fourteen days (14) or may be cancelled entirely. Special consideration may be given to absences accrued during July and August, as well as, December due to peak vacation times.

In situations where a Resident enters a hospital, retains their subsidized bed and has financial commitments related to that accommodation, the full amount of subsidy will be issued for the first three full calendar months of hospitalization. Hospitals include general, chronic care, convalescent, psychiatric and rehabilitation hospitals.

Once the Resident has reached three months of hospitalization (*per occurrence*) the Case Manager will meet with and/or contact the Resident and Hostel Operator to review the file. On a case-by case basis, subsequent payments **may** be reduced by any further days of absences over and above the initial three months or cancelled entirely.

Where the hospitalization is the result of permanent admission by the Resident's physician, attorney for personal care, or any other authorized person, that Resident must be discharged immediately from the Hostel and no further subsidization will be paid to the Hostel and/or Resident.

Each Operator is **required** to record the number of absences, of each resident, on the Resident Care Invoice Form that they submit for payment, on a monthly basis. Failure to record the number of absences on the monthly billing form, for each resident, can result in an adjustment of the next month's billing.

2. STAFFING

Staffing

The Operator must ensure that their staffing levels are acceptable to local Fire Services and the Eastern Ontario Health Unit, to be confirmed as part of their regular annual licencing requirements. In addition, the Operator should ensure that staff meet the minimum qualifications, as set out in these standards to ensure safety and an adequate level of support that is responsive to the level of functionality of the residents in the Hostel at all times.

The Operator shall ensure that **at all times**; the staff member on duty providing supervision of the residents is

- a minimum of 18 years of age or over,
- holds a high school diploma or equivalent,
- has experience working with vulnerable people (preferable), and;
- has a police clearance specific to working with vulnerable people, (a copy of the police clearance must be on file prior to staff commencing employment. Verification shall be provided upon request)

The Operator **shall** ensure that all staff members have training in:

- First Aid and CPR (if they are supervising residents)
- Food Handling Certificate (if they are working in the kitchen).

If the owner/operator is the only staff member the facility employs then it is **mandatory** for them to have both types of training. Diffusing hostility and working with vulnerable adults training are strongly recommended. If a new employee does not have the minimal qualification then they must obtain it within three months of passing their probation period (must be completed within 6 months from date of hire). The Operator shall maintain a written code of conduct for all staff and volunteers.

The Operator shall **request** a criminal reference check on all **new** staff members before being hired. The Operator shall have a policy acceptable to the Social and Housing Services Department regarding the potential hiring of persons who have a criminal record.

The Operator shall provide the Social and Housing Services Department Case Manager with a copy of a valid Food Handling Certificate for staff who have direct contact with food preparation and /or food handling.

3. INSURANCE AND MONITORING

Insurance

The Operator will obtain and maintain in full force and effect, during the term of each contract with the City of Cornwall, general liability insurance acceptable to the Corporation, in the

amount of not less than **two million** (\$2,000,000.00) per occurrence, in respect to the services provided to the signed Agreement.

Inspections And Compliance With Service Contract

The Medical Officer of Health, the Chief Fire Prevention Officer, the Manager of Social and Housing Services, (and any competent subordinates of any of these) may at any reasonable times, inspect any Domiciliary Hostel and the List of Residents. The Eastern Ontario Health Unit will carry out their normal inspections as per the Bylaws of the municipalities that the home resides in.

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

Each Domiciliary Hostel, Owner/Operator shall ensure a copy of any Medical Officer of Health report, Fire Prevention Officer report or similar reports are submitted to the Manager of Social and Housing Services with the annual signed contracts. These inspections are to be conducted on a yearly basis.

Inspections conducted by the Manager of Social and Housing Services (and any competent subordinate) will be conducted on a yearly basis, however, when appropriate (e.g. upon a complaint being received), it could be more frequently than once per year.

Issues that arise from the audit/review will be dealt with by providing the Operator of the home a set period of time to bring the issue/problem into compliance. Depending upon the seriousness or consequences of the issue the time frame can be made shorter or longer. The final arbitrator of compliance will be the Manager of Social and Housing Services, for the municipality.

4. CONFLICT RESOLUTION, COMPLAINTS PROCESSES AND REPORTING

Serious Incident Report

Any serious incident involving a Resident must be reported immediately to the Social and Housing Services Department. The Operator must file a report (the A Serious Incident Report Form) with the Department, to be completed and signed by the Operator=s staff member(s) responsible for the supervision of such Resident or person, or staff member(s) having direct knowledge of the incident, within 24 hours of the incident, and in any event, not later than the next business day. The Serious Incident Report Form must be filed for any serious incident involving a Resident or other person residing at the Hostel as described below:

A serious incident may include but is not limited to:

- An individual's death;
Note: If a Resident does not have a prepaid funeral and does not have family who can assist with funeral expenses, please contact **Colette Lefebvre at 613-933-6282 (ext 3205)** to determine if the Social & Housing Services may be able to assist.
- An individual's whereabouts are unknown for a period of twenty-four (24) hours or more (it can be less if the Resident is suffering from cognitive impairment);
- The Police or Fire Department are called or the if the Police Department is investigating a complaint at the facility;
- There is a serious accident, illness, communicable disease or injury involving an individual or where other individuals may also be at risk;
- A disaster occurs at the facility (eg, fire, flood, etc.)
- A complaint is made by the Resident or other person against a staff member, volunteer, visitor or other Resident involving allegations of assault, abuse or mistreatment of any individual residing at the facility;
- Any complaint concerning the operational, physical or safety standards of the facility that is considered, by the Operator to be of a serious nature, including any report of adverse air or water quality;
- The misconduct of any individual residing at the facility which may involve drugs or alcohol abuse.

FAX report to the attention of the Social Housing Program Coordinator at 613 938 9734 or email to HAC@cornwall.ca, attention Supervisor of Domiciliary Hostels.

This Agreement does not compel nor shall it be deemed to compel an Operator to disclose to the Social and Housing Services Department any personal information, as that term is defined under MFIPPA, pertaining to persons residing at the Hostel (other than Residents receiving subsidy).

Conflict / Complaint Resolution

The Operator shall ensure that policies and procedures are in place to manage written complaints regarding the Hostel, its services and to respond to requests or suggestions made by Residents or Resident's representatives and the Operator shall provide the Case Manager with a copy of these policies and procedures. Complaints can also be made to any application organization.

5. RIGHTS AND RESPONSIBILITIES

Resident File

The Operator shall maintain up-to-date residents' personal files in a locked, separate and confidential place which will include the following information but is not limited to:

- Resident Name and Date of Birth
- Admission Date
- Ontario Health Card Number
- Social Insurance Number
- Medical History and Information including Doctor's name and phone number, special diet, known allergies etc.
- Next of Kin, Power of Attorney, Public Guardian and Trustee (If applicable)
- Date of Discharge / Death and Reason / Cause
- Financial Information
- Copy of signed Residency Agreement
- Signed form advising of receipt and acknowledgement of House Rules

The Operator shall ensure that each resident's personal file includes a Consent of Resident to Collection and use of Personal Information Form which is signed and dated by the individual upon intake (Appendix B).

Residency Agreement

A standard Residency Agreement, as per the Tenant Protection Act (TPA) must be reviewed and signed by each Resident outlining the services the home will be providing and the responsibilities of the resident. Operators will keep a signed copy of the Residency Agreement in each Resident's file. This agreement must be updated, at a minimum, every 24 months and a letter/form stating that it was reviewed with the Resident must be on the Resident file.

Telephone And Privacy

The Operator shall provide all Residents with access to a telephone without a fee for local calls. Reasonable rules for the use of the telephone may be established by the Operator.

The Operator shall ensure that telephones are located where Residents have some privacy while speaking on the telephone. The operator will make every effort to provide a private space for visits by family members or lawyers, doctors, and clergy.

Resident's Rooms

The operator will insure that each resident has a bed with a comfortable mattress with waterproof cover, pillow, dresser with adequate storage for personal clothing, a chair and a light. A lockable drawer or space is to be provided for resident's private usage. Heating will be maintained at a minimum temperature of 22 degrees Celsius (71.6 degrees Fahrenheit) and during periods of extreme heat, at minimum, air fans and sufficient drinking water are actively provided to residents. Where possible, a room with air conditioning is provided.

House Rules

The Operator shall establish House Rules including Resident rights and responsibilities and shall provide a copy of those rules to each Resident upon intake and shall post House Rules in a location that is accessible to Residents and staff. The Operator shall ensure that each Resident is made aware of where the House Rules are posted within the Hostel.

The Operator shall review with each Resident the House Rules which shall include; respect for Resident's personal space and the consequences for violence, vandalism, substance abuse, non-smoking indoors, rent arrears and so forth. The Operator shall notify the Social and Housing Services Department within five (5) business days of any changes or additions to the House Rules. House rules should be reviewed with Residents, at a minimum, every 24 months.

Note: For Residents who are unable to read, House Rules, policies and Residents' Bill of Rights will be explained verbally to the Resident.

The Hostel shall be accessible to Residents on a 24 hour basis. Residents shall be allowed to come and go based on individual schedules but shall observe common courtesies regarding late night access to the Hostel. No Resident shall be prohibited access to the Hostel based on hour of entry. Resident's guests shall be provided reasonable access to the Hostel.

Operators will keep a signed form/letter on each Resident's file acknowledging that the Resident has received and/or reviewed and understands the house rules. If the resident is incapable of signing it will be noted in the file.

The Residence must record any overnight absences by each Resident. These absences must be documented. At any time a Social and Housing Services Department representative may request and review this documentation, in order to compare it with the billing information submitted by the Residence.

Billing Process

All resident's income is applied towards the cost of care.

Operators are required to inform the caseworker immediately when they become aware of a change of income, i.e. through income increase to OAS rates, etc.

Operators are responsible to assist clients to complete applications and/or redeem other sources of income (i.e. moving from OW to ODSP, OAS & GAINS or applying for EI benefits). A Case Manager is available for assistance, upon request, and will follow-up if not completed.

All resident's income is to be applied towards the following month.(e.g., an ODSP cheque received at the end of January is applied towards cost of care for the month of February).

All billing will be recorded accurately on the Domiciliary Care Invoice Form, provided through these standards, and submitted by the first working day of the following month of billing.

Failure to comply with this timeline may result in a delay of payment.

All billing forms must include a minimum of a "0", recorded in Misc. #1 and Misc. #2.

Forms

The Operator shall use the following forms, attached as Appendices to these Guidelines, as they may be amended, updated or replaced from time to time:

Appendix A: Domiciliary Care Invoice form

Appendix B : Consent of Resident to Collection and Use of Personal Information

Appendix C: Serious Incident Report

Appendix D: Resident Care File Form

Appendix E: Confidentiality Form

Appendix F: Notice of Discharge / Death

Request For Review Procedure

Notice of Decision

All decisions of ineligibility for the Domiciliary Hostel Program may be appealed, in writing by the Applicant. All decisions must be communicated in writing and will include the following information:

- the decision that has been made;
- the reason(s) for the decision and the relevant domiciliary standards under which the decision was made;
- the effective date of the decision;
- that a "Request for Review" review may be submitted, and the applicant must submit the written and signed request for review within 30 calendar days after receipt of the *Notice of Decision*;
- the rules and procedures of the Request for Review process, the timeline for reviewing the decision and providing notice, and the form of notice; and
- Clear written explanations to applicants are intended to prevent requests for reviews that are based on misunderstandings regarding a decision.

The notice of decision letter may be sent by regular prepaid mail or delivered in person. A copy of the notice must also be kept on file.

The "**Request for Review**" letter/note should include:

- a statement indicating that the applicant wishes to have the decision reviewed;
- the reason he/she disagrees with the decision; and
- the name, case identification and signature of the applicant requesting the review.

A Request for Review

A "Request for Review" is an informal /internal administrative process, and the applicant does not require legal representation, however, the Applicant may have a friend or family member assist them.

Once a request has been received from an applicant, the “Request for Review” should be completed, by the Administrator (or his/her designate) within 10 calendar days.

The reviewer cannot be the original decision-maker, however he/she should have the same or higher decision-making authority.

During the review process the reviewer:

- examines the case file, including the Notice of Decision, to determine if the decision was:
 - consistent with the City of Cornwall Domiciliary Standards;
- considers additional information provided by the applicant related to the decision;
- makes a decision based on the information available to the reviewer; and
- clearly summarizes the reason(s) for arriving at that decision.

The reviewer may contact the applicant to clarify and/or verify information related to the decision, and may accept relevant additional information submitted by or on behalf of the applicant.

In accordance with both the provincial and municipal *Freedom of Information and Protection of Privacy Acts (FIPPA and MFIPPA)* requirements, all information used in the review process is available to the applicant, if requested.

Withdrawal of Request for Review

An applicant may withdraw his/her “Request for Review” at any time during the review process. It is recommended that the withdrawal be submitted in writing, however, at a minimum, the withdrawal must be noted on the file. The delivery agent is not required to complete the review once a request is withdrawn.

6. PHYSICAL SAFETY, HEALTH & WELL-BEING OF TENANTS

Pharmaceutical Services

The Operator shall ensure that all prescription medications that are received directly by the Operator from a pharmacy, a Resident, a Trustee or other representative of the Resident, are kept in locked cabinets in a centralized location within the Hostel and are properly identified as to the medication’s name and the corresponding Resident’s name. The Operator shall maintain strict control over access to all prescription medications.

The Operator shall maintain a record of the date, time, quantity, dosage, and the name of the staff member of the Hostel who supervised the distribution of the drugs to a Resident, as well as the name, address, and telephone number of a Resident’s personal physician, if known, and a copy of the Resident’s signed consent to the Operator for the use and collection of the Resident’s personal information for this purpose. Such records must be made available to the Department’s Case Manager for review, upon request.

The Operator shall comply with any instructions of the Resident’s physician, or the dispensing pharmacist, as applicable, in providing the required dosage to the Resident.

The Operator shall ensure that the appropriate dosage of a Resident's prescription medications are sent with or accessible by the Resident when the Resident is absent temporarily (excluding absences of not more than a few hours) from the Hostel. If a Resident is permanently discharged from the Hostel, the Operator shall ensure that all of the Resident's prescription medications are sent with the Resident or returned to the pharmacy.

Medical Care

The Operator shall ensure, at all times, that at least one staff member trained in Emergency First Aid and CPR is on or about the Hostel's premises.

If the Resident requires emergency medical care, the Operator shall telephone 911. Where a Resident appears to be ill or in need of medical attention, which is not in the nature of an emergency, the Operator shall first attempt to notify the Resident's physician or Next of Kin. If the Operator is unable to locate the Resident's physician/Next of Kin or the Resident's physician/Next of Kin is unavailable, the Operator shall arrange for an ambulance to transport the Resident to a hospital.

When a physician determines that nursing care/home care is needed by a Resident, the Operator shall allow such care to be given to the Resident.

Upon request of a Resident or the Resident's physician, the Operator shall make arrangements for the provision of dental care for the Resident, which dental care will be payable by the Resident, subject to the Resident's entitlement to payment/reimbursement under any applicable legislation or any applicable benefits plan.

Personal Hygiene

The Operator shall require that all Residents maintain a satisfactory level of personal hygiene and bathe at least once per week.

The Operator shall provide assistance to each Resident with their activities of daily living including but not limited to: bathing, personal hygiene

Bathrooms

Bathroom facilities shall follow the current Provincial Guidelines for Rest Homes, Lodging Homes, Group Homes.

No toilet room or bathroom shall be located within, or open directly into, any dining room, kitchen, pantry or food preparation or storage room. (*Public Health Act over 10 Residents*)

At least one bathroom, toilet and shower room shall be of a type that is suitable for use by persons confined to wheelchairs, where such persons may be admitted as residents.

At least one washbasin and flush toilet shall be provided on each floor that is used by residents.

Kitchens

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

- the floor and floor coverings shall be tight, smooth and non-absorbent.
- the walls, ceilings, stoves, refrigerators and food preparation areas shall be kept clean.
- an operable mechanical exhaust system, vented to the outside air, shall be provided over the cooking area.
- a dishwasher or two-compartment sink shall be provided for dishwashing purposes.
- a separate hand-washing basin for staff shall be provided.
- all refrigeration units shall be maintained in an operable condition.

When the maximum resident capacity exceeds 10 persons, the Kitchen shall comply with Regulation of Ontario 972/75.

(The Food Premises Regulations under the Public Health Act)

Meals

The Operator shall provide meals prepared in sufficient quantity, quality and nutritional value to meet recommended daily intake for proper nutrition as provided in Canada's Food Guide to Healthy Eating (Canada's Food Guide) published by Health Canada, 1992, or successor publication therefore, and shall ensure that each daily menu complies with the recommendations for food intake in Canada's Food Guide.

In cases where a Resident's physician has advised that the Resident requires a special diet, the Operator shall provide meals that comply with such diet. Assistance with diet preparation can be obtained from the hospital dietician or from the Eastern Ontario health Unit.

Residents shall receive three (3) meals a day on a regular routine.

A nutritious snack and beverage, selected according to Canada's Food Guide, shall also be provided between each meal and after dinner.

The Operator, with reasonable advance notice, shall provide a meal or a packed lunch for a Resident who is unable to eat a meal at the Hostel at the designated time.

The Operator shall prepare daily or weekly menus for meals and the Operator shall post the menu in a conspicuous place for viewing by Residents.

The Social and Housing Services Department's representative **may** review any items respecting, but not limited to, preparation and serving of food and menus, and food intake, to investigate complaints regarding food. The Eastern Ontario Health Unit will inspect the residence to determine compliance with the Bylaw.

Laundry And Linens

The Operator shall assume the cost of laundry and laundry supplies (detergent, fabric softener, etc.). The Operator shall provide access to a washer, dryer, laundry supplies, iron and ironing board without a fee, to Residents who are both able and responsible to do such tasks.

The Operator shall provide clean towels and bed linens at least once per week or as often as necessary. The Operator shall ensure that towels and bed linens are laundered when the occupancy of a bed changes.

It is recommended that clothing be laundered at least once per week, subject to any reasonable request of a Resident for more frequent laundering.

The Operator shall provide each Resident with an adequate supply of towels and bed linens and shall provide, at a minimum, (i) one set of towels including a bath and face cloth; (ii) one set of bed linens including sheets and a pillow case; (iii) one pillow; and (iv) two blankets or alternatively, one blanket and one comforter. The Operator shall ensure such towels and bed linens are in good repair and shall replace same, as necessary. A Resident may request extra towels and/or bed linens and the Operator shall comply with any reasonable requests.

Safety And Security

The Operator shall ensure that, at all times, at least one staff member whose duty is the supervision of the Residents is available on or about the premises of the Hostel.

All staff members of the Hostel shall be trained in emergency evacuation of the Hostel and all Residents shall be informed of the emergency evacuation procedures either when they become a resident of the Hostel or as soon as is practicable thereafter. In this Schedule AB@ a reference to Astaff members@ of the Operator shall include, unless the context requires otherwise, volunteer staff, agents and contractors employed or retained or contracted by the Operator to work or carry out responsibilities at the Hostel.

The Operator shall ensure that emergency evacuation procedures are posted in a conspicuous place within the Hostel=s premises, and acceptable to the local Fire Services (per annual inspection). The Operator shall also ensure that a copy of the evacuation plan is on file with the Eastern Ontario Health Unit.

The Operator shall ensure that an appropriate First Aid Kit be available on the Hostel's premises in a safe and conspicuous location and that staff members are trained in the administration of first aid. The Operator must post emergency phone numbers, police, fire department and ambulance near every telephone.

The Operator's staff members should be able to assist a Resident in crisis and call additional resources as necessary (e.g., temporary staff back-up, support staff from designated service agencies, and/or community crisis teams).

The Operator shall operate the Hostel to promote a stable, safe and peaceful environment for the Residents and shall ensure that Residents are protected from physical violence/abuse

and/or threats of physical violence/abuse. Residents shall not be subjected to emotional, physical or sexual violence. All staff members will be familiarized with Bill 168.

Residents shall not be subject to physical restraints of any kind.

The Operator shall maintain the Hostel in a safe and clean condition and in a good state of repair, ensuring that Health & Safety policies are in place to comply with requirements of the Occupational Health & Safety Act.

Under no circumstances shall an Operator, or any other hostel staff or volunteers, become involved in a sexual relationship with a Resident.

7. PROVISION OF, OR ACCESS TO, ACTIVITIES AND SUPPORT SERVICES

Programs and Activities For Residents

The Operator shall promote programs and activities which are intended to enhance the quality of life of the Residents, including, but not limited to, the following:

- organizing social and recreational activities for Residents;
- collaborating with social and health workers from community agencies, as required; and
- facilitating the Residents' participation in recommended community programs and events, provided that if there is a cost involved to the Operator, the Operator shall determine whether it will fund or partly fund the cost and the type of any non-monetary assistance it will provide for such purpose.

The Operator shall allow access to the Hostel at any reasonable time by visitors and service agencies mandated to provide programs for Residents who choose to receive these services on the Hostel's premises.

The Operator shall offer regular either house meetings or individual appointments. The purpose is to give Residents the opportunity to discuss the operations of the Hostel and other related matters.

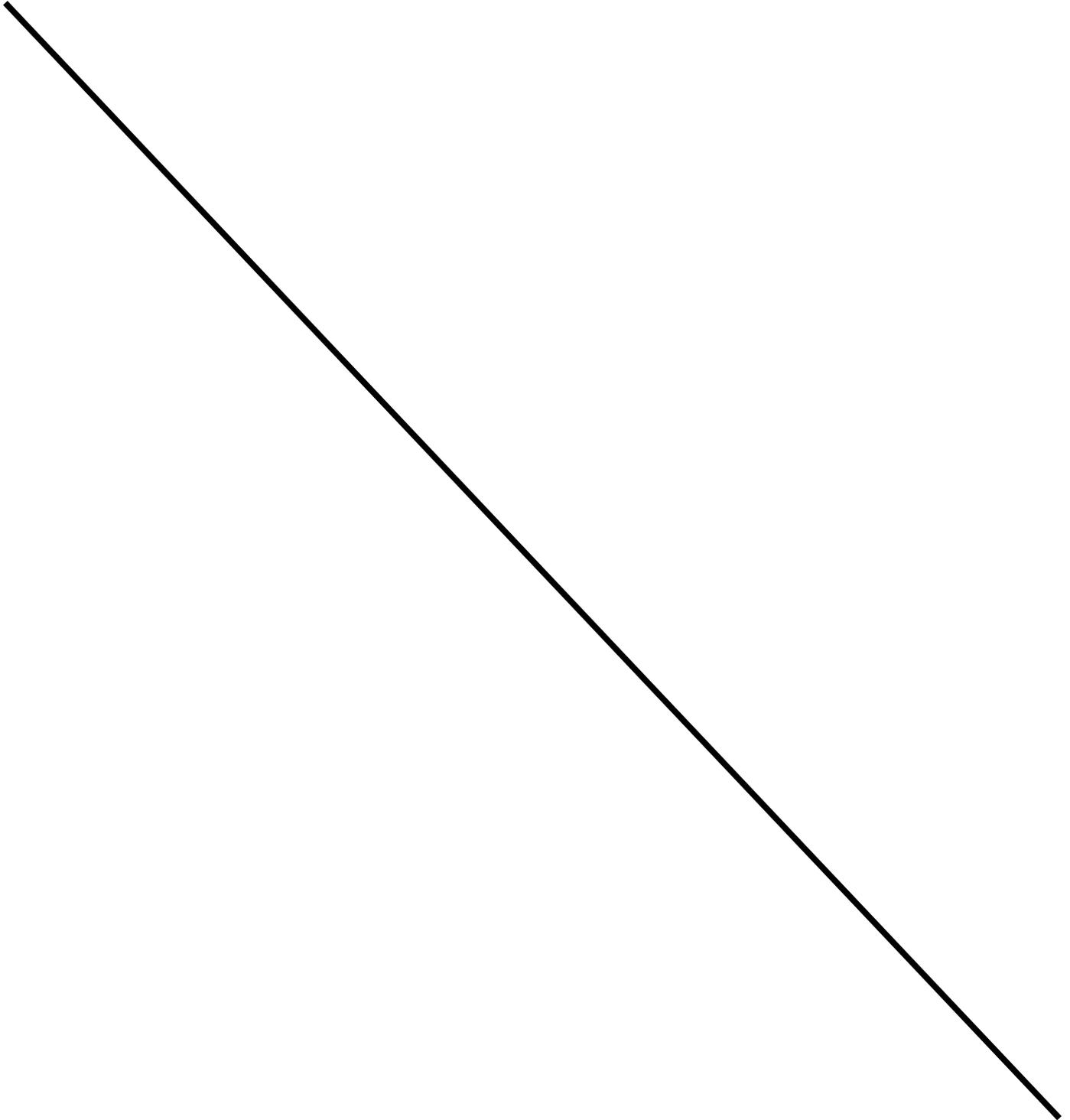
8. MONTHLY ALLOWANCE FOR PERSONAL USE

Personal Needs Benefits

Subsidized residents are responsible for the management of their own Personal Needs Benefits and other financial resources. The operator may assist in managing the resident's finances with consent (signed) by the resident.

In cases where the Operator administers the Personal Needs Benefits, they **must** keep a financial file for each resident, separate from the resident's personal file, which records the disbursements of the Personal Needs Benefit and/or any other funds received on behalf of the resident. Disbursement of the Personal Needs Benefit (PNB) **will be on the 1st of each month** or as the resident requests (the resident must provide written verification that they have received the funds, in their financial file).

A balance of the funds in the trust account should be easily verifiable by the Case Manager. The Case Manager, the resident or the resident's trustee (if one is in place) may inspect the resident's financial file during any business day.



Prepared by: Chantal Blanchard
Approved by: Mellissa Morgan

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