

Report SSR-SS-04-15

To: Dwight Burley, Chair and Members of the Social Services Committee
From: Wendy Henderson, Ontario Works Manager
Meeting Date: February 11, 2015
Subject: **Approval of the Housing with Related Supports (formerly Domiciliary Hostel) Standards Operator's Manual**
Status: Recommendation adopted by Committee as presented per Resolution SSC33-15; Endorsed by County Council March 3, 2015 per Resolution CC43-15;

Recommendation(s)

WHEREAS housing and homelessness preventions programs including Domiciliary Hostels formerly provided under the Ministry of Community and Social Services have been transferred to the Ministry of Municipal Affairs and Housing;

AND WHEREAS the County of Grey has previously entered into service agreements with six domiciliary hostels for the provision of room and board to persons in need including Ayton Lodge, Kent Residence, Meaford Place, Riverside Residence, Inglewood Villa and Second Avenue Lodge;

AND WHEREAS under new guidelines, Domiciliary Hostels are now included in the Housing with Related Supports service category under the Ministry of Municipal Affairs and Housing;

AND WHEREAS the Ministry of Municipal Affairs and Housing has revised the Housing with Related Supports service category section of the CHPI Program Guidelines and included a new Standards Framework which comes into effect April 1 2015;

NOW THEREFORE BE IT RESOLVED THAT Report SSR-SS-04-15 be received;

AND THAT the Housing with Related Supports Standards and Guidelines Operator's Manual be approved;

AND FURTHER THAT the approved manual be submitted to the Ministry of Municipal Affairs and Housing for approval and then provided to the owners/operators with new service agreements.

Background

Grey County Social Services has funded the provision of room and board to vulnerable persons in need since the early 1980's. The service has been provided through service agreements with owners/operators of domiciliary hostels. Owners/operators are provided with a manual detailing service standards. Annual inspections by Grey County ensure that operators are in compliance with these standards and guidelines.

A number of program reviews of domiciliary hostel services have been conducted over the years, more notably since 2006. In 2013, the domiciliary hostel service category which was previously funded under the Ministry of Community and Social Services through Ontario Works was transferred along with other housing and homelessness prevention programs and benefits to the Ministry of Municipal Affairs and Housing (MMAH). The domiciliary hostel service category became the housing with related supports service category under the MMAH through its Community Homelessness Prevention Initiative (CHPI).

In late November 2014, the MMAH released a new standards framework which required that service managers develop local standards under eight broad provincial categories. It also recommended that service managers consider the health and safety recommendations of the Verdict of Coroner's Jury from the inquest into the death of Aaron James Firman.

The eight broad categories required under the standards framework include: eligibility; staffing; insurance and monitoring; conflict resolution, complaints processes and reporting; rights and responsibilities; physical safety, health and well-being of tenants; provision of, or access to, activities and support services; and monthly allowance for personal use.

The nine recommendations to the MMAH by the Verdict of the Coroner's Jury include: the installation of automated external defibrillator (AED) units and closed circuit TV (CCTV); the development of internal security response plans (independent of local law enforcement); the provision of prescribed medication and documentation of its administration to persons facing incarceration; conflicts of interest on the parts of owner/operators; background checks on staff of such residences; a set of standard operating procedures; the consideration of individual resident's needs and illness at such residences; and staffing levels and qualifications.

A comprehensive review of Grey County's standards and guidelines manual was completed revising language in accordance with the new standards framework,

ensuring the content fully reflected the content of the eight provincial broad categories and incorporating the recommendations of the coroner's jury recommendations which did not already exist in the manual.

A copy of the provincial categories and the coroner's jury recommendations to the MMAH are attached to this report as well as draft copy of the revised Housing with Related Supports Standards and Guidelines. If the revised manual is approved, the manual must be submitted to the Ministry of Municipal Affairs and Housing for approval. After which, operators will be advised of the changes, provided a copy of the revised manual and a new service agreement.

Financial / Staffing / Legal / Information Technology

Considerations

There are none.

Link to Strategic Goals / Priorities

Ensuring that housing with related support homes are safe and supportive of the residents puts the residents first, improves their quality of life, thereby meeting the strategic goal of enabling health and resilient communities.

Attachments

MMAH CHPI Provincial Categories - Appendix A

Jury Recommendations to MMAH (excerpt from Verdict of Coroner's Jury Inquest)

Schedule A Housing with Related Supports 2015 Operator's Manual (Draft)

Respectfully submitted by,

Wendy Henderson
Ontario Works Manager

Director Sign Off: *Barbara Fedy, Director*

Appendix A

MMAH CHPI Provincial Categories

The Standards Framework sets out eight broad provincial categories for which local standards are required:

1. **Eligibility:** Service Managers must establish standards that define the tenant eligibility criteria and the intake process.
2. **Staffing:** Service Managers must establish standards for the minimum qualifications of staff and volunteers, staff/volunteer levels, staff/volunteer conduct and staff/volunteer training.
3. **Insurance and Monitoring:** Service Managers must establish standards for insurance coverage and standards for regular monitoring of the housing provider to ensure compliance with local standards.
4. **Conflict Resolution, Complaints Processes and Reporting:** Service Managers must establish standards for conflict resolution and complaint processes, and for the reporting of serious incidents.
5. **Rights and Responsibilities:** Service Managers must establish standards for tenant and landlord rights and responsibilities, including tenancy agreements, tenant confidentiality and privacy, and management of tenant files and other documentation.
6. **Physical Safety, Health and Well-being of Tenants:** Service Managers must establish standards for tenants' physical health, safety and well-being, including medication storage and/or management.
7. **Provision of, or Access to, Activities and Support Services:** Service Managers must establish standards for the provision of, or access to, activities and support services for tenants (both within the housing and the community).
8. **Monthly Allowance for Personal Use:** Service Managers must establish standards for the management of the monthly allowance for personal use for tenants.



Office of the
Chief Coroner
Bureau du
coroner en chef

Verdict of Coroner's Jury

Verdict du jury du coroner

The *Coroners Act* – Province of Ontario

Loi sur les coroners – Province de l'Ontario

Inquest into the death of:
Enquête sur le décès de :
Aron James FIRMAN

JURY RECOMMENDATIONS RECOMMANDATIONS DU JURY

Recommendations to the Ministry of Municipal Affairs and Housing and Ministry of
Community and Social Services

1. Background checks should be received and reviewed prior to employment for any new employee beginning employment in a Domiciliary Hostel or similar facility funded under the Community Homelessness Prevention Initiative (CHPI) programs.
2. A standard set of Operating Procedures should be developed for all Domiciliary Hostels funded under CHPI, with ongoing monitoring by the Ministry for compliance.
3. Individual residents' needs and nature of their illness should be contemplated to ensure a suitable placement within the CHPI program and to avoid internal volatility and possible abuse.
4. Automated external defibrillator (AED) units should be installed at the expense of the owner/operator and accessible for use in all Domiciliary Hostels and similar facilities funded under CHPI.
5. Standards should be developed to ensure that qualified/accredited personnel should be on site 24/7 at all Domiciliary Hostels and similar facilities funded by the Ministry under CHPI.
6. Domiciliary Hostels and similar facilities should have a reasonable security response plan of their own rather than relying on local law enforcement

agencies. Security personnel would be contracted/hired at the owner/operator's expense.

7. Closed circuit TV (CCTV) cameras should be considered for installation around the perimeter of the premises of Domiciliary Hostels and similar facilities funded under CHPI at the expense of the owner/operator.
8. Residents of Domiciliary Hostels and similar facilities facing the prospect of incarceration should have their medication records accompany them so required medications can be administered throughout the course of their incarceration.
9. Potential conflicts of interest on the part of owners/operators of Domiciliary Hostels and similar facilities should be dealt with by Consolidated Municipal Service Managers (CMSMs) accountable under CHPI to the responsible funding Ministry.



County of Grey
Housing with Related Supports
Standards and Guidelines

SCHEDULE A

Owner/Operator's Manual

Revised January 2015



Table of Contents

Introduction 3

Section 1 – Administration

1.1– 1.13: Definitions, Financial Policies, Intake, Absences, Confidentiality, Resident Files, Serious Incidents, Personal Needs Allowance, Staffing Qualifications, Levels and Conduct, Insurance and Inspections 4 – 11

Section 2 – Environment

2.1 - 2.13: Physical Safety, Health and Safety, Medication Management and Storage, Telephones, Furnishings, Bedrooms, Bathrooms/Washrooms, Kitchen/Dining areas, Linens/Laundry, Water, Heating/Cooling, Garbage/Sewage 11 - 18

Section 3 – Supports

3.1 - 3.12: Daily Living Activities, Resident Well Being, Tenancy Agreements, Access to Home, Privacy/Confidentiality, Rights and Responsibilities, House Meetings, Conflict Resolution, Meals/Nutrition, Home Entertainment, Transportation, Resident Competency 19 - 22

Appendices

A – Housing with Related Supports Resident Care File

B – Housing with Related Supports Monthly Invoice

C – Serious Incident Report Form

D – Trust Account Record/Ledger

E – Guidelines Inspection Report Form

Introduction

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

In March 2007 revisions were incorporated into the Operational Standards and Guidelines in accordance with the Province of Ontario Domiciliary Hostel Program Framework under the authority of the Ministry of Community and Social Services (MCSS).

Following a review of Grey County's domiciliary hostel services by Provincial Program Review Officers in July 2010, a report with 6 recommendations (4 were of a housekeeping nature) was released January 2011. The domiciliary hostel standards manual was updated accordingly and was approved by County Council April 2011.

In January 2013, all MCSS housing and homelessness programs were transferred to the Ministry of Municipal Affairs and Housing (MMAH) within a framework under its Community Homelessness Prevention Initiative (CHPI). The purpose of the CHPI program is to prevent, address and reduce homelessness by improving access to adequate, suitable and affordable housing that is linked to flexible support services based on peoples' needs. Under CHPI, "Domiciliary Hostel" is now referenced as the Housing with Related Supports (HRS) service category.

In November 2014, the MMAH amended the Housing with Related Supports service category and the CHPI guidelines with a new Standards Framework which comes into effect April 1 2015. The MMAH also requested that the recommendations of the Verdict of a Coroner's Jury be considered for this service category. In addition, other content may be decisions of the Grey County Social Services Committee and endorsed by County Council, and/or fall under the guidelines or regulations of the Provincial Fire Code and the Public Health Act.

All HRS residences under contract with Grey County shall comply with these Operational Standards and Guidelines. Potential conflicts of interest on the part of owner/operators of HRS residences and similar facilities will be addressed by the County of Grey.

Section 1– Administration

1.1 Definitions

Housing with Related Supports (HRS)

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

- a) Vulnerable persons who are unable to care for themselves, and
- b) Provides personal care, supervision and assistance with daily living activities in accordance with the guidelines and standards contained herein.

It does not include:

- A. Any residence which is exclusively licensed approved or supervised under the Developmental Services Act, Homes for Special Care Act, or any other Act of authority.
- B. The incidental provision of room and or board by homeowners, or:
- C. Group Homes for the Rehabilitation of law offenders, alcohol addiction, crisis facilities for women, half-way houses, group homes or facilities provided by charitable organizations (e.g. YMCA, Salvation Army, etc.). This is because the specialized services being purchased would be subject to separate and formal committee agreements specifying the kind and quality of services anticipated from these facilities.

Vulnerable Persons

A vulnerable person means a person over the age of 18 who is unable to fully care for themselves due to disabilities of aging, mental or physical challenges or psychiatric disorder, and who is not eligible or required to reside in a long term care home.

Inspections

Each HRS residence shall be inspected on the basis of the criteria found in the Housing with Related Supports Operational Standards and Guidelines. This inspection will be carried out on a yearly basis, and will be a measurement of the HRS residence's compliance with these standards and guidelines.

1.2 Financial Policies

It is the policy of Grey County to provide a subsidy by way of a daily per diem rate for eligible persons living in HRS residences. The subsidy will be provided via a legal agreement with said HRS owner/operators, subject to Municipal and Provincial approvals.

Per Diem Rate

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

Day of Admission

The Grey County Social Services Department will pay the currently assigned per diem beginning with the day of admission or the first day of eligibility, whichever is later. This should be indicated in a proper manner on the monthly HRS Invoice form.

Day of Departure

The Grey County Social Services Department will not pay the currently assigned per diem for a resident's departure day. This should be indicated in a proper manner on the monthly HRS Invoice form.

Billing Process

The owner/operator shall be responsible for maintaining accurate financial records of each resident's stay in the residence, and shall submit a monthly invoice to the Grey County Social Services Department, 595-9th Avenue East, Owen Sound, Ontario, N4K 3E3.

The invoice should be sent in after 12:00 noon on the last day of the current month, but within 10 days of the new month. The invoice should be completed accurately to ensure prompt and correct processing for payment.

Resident Eligibility for Subsidy

A resident's eligibility for subsidy under the HRS program in Grey County is at the sole discretion of Grey County Social Services. The resident's income and asset levels will be assessed to determine eligibility.

Resident Income

A subsidized resident's total gross monthly income shall be applied towards the cost of their HRS costs and reflected on the monthly invoice. Verification of the resident's income will be required at application and periodically upon request. Retroactive incomes will be applied to the month received and treated as an asset thereafter.

Resident Asset Level

The asset level for residents in receipt of Ontario Works or the Ontario Disability Support Program will not exceed the allowable asset levels as set out by in Ministry of Community and Social Services.

The allowable asset level for subsidized residents not in receipt of Ontario Works or the Ontario Disability Support Program is \$5,000. A prepaid funeral plan up to \$10,000 is exempt as an asset.

1.3 Intake Process

Individuals are advised to contact Grey County Social Services and request an application to determine eligibility and availability of assistance to reside in an HRS residence. Whenever possible, applications must be completed prior to the applicant moving into the residence.

1.4 Subsidized Resident Absences

HRS owner/operators shall inform Grey County Social Services of any subsidized resident's planned absences before they occur, if possible. Each resident may be subsidized for authorized absences of not more than a total of fourteen days per calendar year. A subsidized resident staying 15 to 30 days

may be subsidized for absences of not more than a total of two days. Residents staying between five and 15 days may be subsidized for absences of not more than one day. Residents staying five days or less will not be subsidized for any absence.

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

1.5 Confidentiality

Residents' confidentiality is to be protected. Any release of resident information must be documented on a signed form and may only be disclosed with the resident's signed consent.

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 (MFIPPA) the HRS operator ensures that a written confidentiality policy is in place. The collection, use, disclosure, and storage of all personal information under the agreement with Grey County are subject to MFIPPA. The confidentiality policy must include statements concerning the privacy, security and confidentiality of resident information as well as statements concerning the removal or destruction of hard or electronic copies, and the resident's access to personal information and records.

1.6 Resident Files

1. An up-to-date, alphabetical list of all subsidized residents shall be maintained by the owner/operator or his designate on the Grey County Social Services HRS Resident Register.
2. An up-to-date personal care record shall be maintained by the HRS owner/operator or his designate, and stored in a secure, confidential place.
3. The following information will be documented in the resident's file and stored in a secure, confidential place.
 - (a) Name, age, gender
 - (b) Next of kin/contact information (substitute decision maker)
 - (c) Previous address (housing history)

- (d) Date of admission/Date of discharge
- (e) Known meds, diet, allergies
- (f) Physician name, address
- (g) Financial Information (trustee)
- (h) Copy of Power of Attorney, if any
- (i) Emergency safety information (e.g. Requirement for assistance to evacuate in a fire)
- (j) Copy of tenancy agreement and care home information package
- (k) If client has a guardian, their instructions should be in writing and kept on client file.

1.7 Serious Incidents

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

Any incidents of a serious nature, including the occurrence of a criminal offense shall be reported immediately to the Grey County Social Services caseworker. Serious occurrences include but are not limited to abuse, fire, death, assault, accidental injuries, or any situation involving a one or more residents that poses serious risk to the safety and security of self and others. This may also include non-accidental, self-inflicted or unexplained incidents which require treatment by a medical practitioner (paramedic, doctor, nurse or dentist) and as well as any situation involving a resident's unknown whereabouts.

1.8 Personal Needs Allowance

The Personal Needs Allowance (PNA) is a minimum amount of money for a subsidized resident's personal use. It is deemed to be paid in full on the first of each month and shall be for the exclusive use of the resident for that month. The PNA must be in the form of a monetary amount (not in-kind).

The PNA will be included on the monthly invoice form submitted by the HRS operator and will be reimbursed by the County of Grey. A financial record of payments shall be kept for periodic review by the County of Grey.

The amount of the PNA will be no less than the amount set out in paragraph 1 of Section 32(1) of the Ontario Disability Support Program Act, 1997. If during the year, the PNA amount changes under the regulation, a corresponding change will be made to the resident's PNA.

If the HRS owner/operator manages money for residents who are not able to manage it for themselves, there shall be:

- 1) A ledger or receipt book indicating the amounts and date issued (weekly, daily, etc.) and
- 2) A receipt signed by the resident each time he or she receives money from the owner/operator out of his or her PNA.

When a resident enters a HRS residence part way through any given month, the prorated amount shall be afforded to the person.

1.9 Staff Qualifications

1. Staff must be 18 years of age or over and hold a high school diploma (or equivalent) and have experience working with vulnerable adults.
2. Qualifications should include but not limited to:
 - (a) First Aid/CPR Training
 - (b) Training/accreditation in nursing, health care (e.g. Health Care Attendant, Personal Support Worker) program or more advanced training, or equivalent.
 - (c) Food preparation training (e.g. Safe Food Handling, Food Service Worker, Food Safety Awareness, etc.)
 - (d) Knowledge of Anti-harassment
 - (e) Knowledge of Crisis intervention
 - (f) Knowledge of Cultural Competence
 - (g) Knowledge of residence health and safety policies, codes of conduct, house rules, etc.
 - (h) Knowledge in the use of an automated external defibrillator (AED) unit.
 - (i) Fire extinguisher and evacuation procedure training.
 - (j) Clear vulnerable sector and back ground checks for owners and staff working with residents (Coroner's Jury Recommendation to MMAH)
 - (k) Minimum of 2 character references for all new owners and staff.
3. HRS owner/operators shall ensure there is a process to orient and train staff upon their employment in the home, as well as provide opportunities to upgrade their training and skills. First Aid and CPR certification must be current for all staff.
4. All staff shall have a pre-employment examination from a physician and a report kept on file indicating he/she is free from infectious disease and fit to work in a HRS home.

- a) All staff must have tuberculin test prior to employment. If the test is negative and remains negative thereafter, then tests need to only be done bi annually. If test is positive a report of a negative chest x-ray must be available and repeated at two-year intervals
- b) A staff member who is a carrier of or has a communicable disease shall not continue to work or be employed in a HRS home which has an agreement with the County of Grey

1.10 Staffing Levels

At all times, at least one staff person that has training in nursing, first aid and health care (e.g. Health Care Attendant, Personal Support Worker program or more advanced training) shall be on duty

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

1.11 Staff Conduct

HRS owner/operators will develop a code of conduct outlining professional behaviours which is to be provided to all staff upon commencing employment and which is posted in a conspicuous place within the HRS residence.

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

1.12 Insurance

HRS owners/operators must hold a policy of commercial general liability insurance, including coverage for bodily injury and property damage resulting from the operation of the facility, with an inclusive limit of at least \$5,000,000 per claim or occurrence and Abuse Coverage for a limit of not less than \$500,000 which are in force at all times.

HRS owners/operators must hold a policy of vehicle insurance, for bodily injury and property damage caused by all vehicles owned, leased or operated by the Operator in connection with the home, with an inclusive limit of at least \$2,000,000 for each passenger for each occurrence.

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

1.13 Inspections

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

- a) Fire officials;
- b) Health officials;
- c) Fire extinguishers and hoses, emergency lighting, and standpipe equipment; and
- d) Water Test Reports (where applicable)

Copies of the above reports will be required as part of the annual inspections conducted by Grey County.

Section 2 - Environment

2.1 Physical Safety

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

1. Structurally sound handrails shall be installed on each side of every stairway that is wider than 111.76 cm (44 inches), and on at least one side of each stairway that is 111.76 cm (44 inches) or less in width; and on the open side of each stairway or landing with the top of each handrail not less than 76.2 cm (30 inches) or more than 106.68 cm (42 inches) above the finished floor or stair level.
2. Non-skid finishes and coverings shall be provided on all floors and stairways, and bathtub or shower standing surfaces.
3. A grab bar or similar device shall be provided for each bathtub and each toilet.
4. Multi-floored residences that accommodate barrier-free facilities for persons confined to a wheelchair or other physical disabilities above or

below the first storey, shall provide for a safe location in another fire compartment such as stairwells or the use of balconies, in the event of an emergency (e.g. fire) until emergency personnel arrive.

5. The owner/operator shall develop an emergency response plan that includes an alternate site should an evacuation be necessary.
6. An Automated External Defibrillator (AED) unit should be installed and appropriate training provided to all staff.

2.2 Health and Safety

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

HRS owners/operators should have an independent reasonable security response plan in lieu of reliance on local law enforcement. The installation of closed circuit TV (CCTV) cameras should be considered for the perimeter of the HRS premises. (Coroner's Jury Recommendation to MMAH)

Location

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

Maintenance

All premises shall be maintained in a sanitary and safe condition to the satisfaction of the Medical Officer of Health. All garbage shall be removed from the building daily and stored in a manner satisfactory to the Medical Officer of Health.

Structural Alterations

No structural alterations to an HRS residence shall be undertaken prior to a review of the proposed changes by the appropriate fire department and local building inspector.

Fire Regulations

1. An approved fire alarm system shall be provided throughout the entire building. (Provincial Fire Code)
2. An approved emergency lighting system shall be provided throughout the entire building. (Provincial Fire Code)
3. Each floor shall be equipped with at least one 5 lb. multi-purpose fire extinguisher. (Provincial Fire Code)
4. The furnace or boiler room shall be separated from the remainder of the building by construction having a fire resistance rating of at least one hour. (Provincial Fire Code)
5. Two means of access from each floor level, excluding basements, which are not subject to occupancy, shall be provided. The said means of access may be internal or external stairs and must conform to the Ontario Building Code.
6. The owner/operator or his/her designate shall ensure that:
 - a) All fire hazards in the building are eliminated. (Provincial Fire Code)
 - b) All staff are properly trained in the use of fire extinguishers. (Provincial Fire Code)
 - c) All staff and residents are made familiar with the fire evacuation and drill procedures for the building. A copy of these procedures will be posted in each resident's room. (Provincial Fire Code)
 - d) Regular monthly fire drills to occur. Documentation of dates and the evacuation times is to be maintained and provided upon request.

Lighting

The following minimum levels of illumination shall be provided:

Corridors and Halls - 107.64 lux (10 foot candles)

Stairways and Landings – 215.28 lux (20 foot candles)

Bedrooms - 107.64 lux (10 foot candles)

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

Drug Cabinets - 538.20 lux (50 foot candles)

Kitchen

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

Bath/Toilet Rooms - 322.92 lux (30 foot candles)

Laundry Rooms - 322.92 lux (30 foot candles)

Lighting in other areas of the house should comply with Illuminating Engineer Society Standards.

Resident Capacity

The Medical Officer of Health shall determine the maximum resident capacity.

Inspections

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

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

2.3 Medication Management and Storage

HRS owner/operators shall adopt a system of medication management that supports the safe and accurate administration of medication.

1. Medications kept locked and identified by resident
2. Contents of cabinets maintained and updated on a regular basis.
3. Written records maintained and available for review at annual inspections.
4. Medication given to resident/removed on discharge.
5. Proper disposal of syringes.
6. Any resident leaving for more than 72 hours for any reason will be assisted in making alternative arrangements for medication. Medication will be sent with the resident on a leave of absence, transfer or discharge.

Residents facing prospective incarceration will have their medication records accompany them so their medications can be administered/documented during their incarceration. (Coroner's Jury Recommendation to MMAH)

2.4 Telephones

HRS owner/operators shall ensure that residents have access to a telephone for local calls (non-pay) which is located in a private setting.

2.5 Furnishings

HRS owner/operators shall maintain home-like and comfortable furnishings which are clean, safe and sanitary.

2.6 Bedrooms

Residents shall be free to decorate their rooms and hang wall adornments to their own taste, unless such adornments are offensive to others sharing the room or pose a safety hazard.

1. Bedrooms shall provide a minimum of 600 cubic feet (16.99 cubic meters) of air space and 75 square feet (6.967 sq. meters) of floor space for each resident.
2. A bedroom shall not sleep more than 4 residents.
3. No area designated as a lobby, hallway, closet, bathroom, attic, stairway, unfinished cellar, kitchen, office, sitting room, dining room, furnace room or utility room shall be used by any resident for sleeping purposes.
4. All beds shall be located at least 36 inches (.91 meters) apart.
5. Every bed for a resident shall be at least 36 inches (.91 meters) in width.
6. Every bedroom shall be provided with one or more windows to the outside that:
 - a) Except where means of ventilation is provided, can be opened to provide an open area equal to 5% of the floor area of the room.
 - b) Is not less, in total area, than 10% of the floor area of the room.
 - c) Is screened from May 1 to October 31 in any given year.

7. There shall be sufficient linen supplies provided to ensure bed linen is changed at least once per week and more frequently when required.
8. Adequate, separated closet or wardrobe space and separate dresser space shall be provided for each resident in his or her bedroom.

2.7 Bathrooms/Washrooms

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

2.8 Kitchens

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

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

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

Dining Areas

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

2.9 Common Areas

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

1. The minimum total space for the sitting rooms shall be calculated at a rate of 12 sq. ft. (1.1148 sq. M) of floor space for each resident.
2. The total floor area used for sitting rooms shall be a minimum of 120 sq. ft. (11.128 sq. meters).
3. The minimum floor area used for any single sitting room shall be 100 square feet (9.29 sq. M).

2.10 Linens

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

Laundry

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

2.11 Water

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

1. Conforms in quality to the Drinking Water Objectives and Guidelines of the Ontario Ministry of the Environment, and the Guidelines for Canadian Drinking Water Quality.
2. Can provide at least 50 gallons (227.303 liters) per resident and employees, per day.
3. Can maintain a flow pressure of at least 8 pounds per square inch (.562 kilograms per square centimeter) when a fixture is in use.
4. Does not exceed 49 degrees C. (120 F) in fixtures other than those in the kitchen or laundry area.

5. Is discharged through a mixing faucet/valve at all hand basins, bathtubs and showers.

2.12 Heating/Cooling

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

1. Every room shall be adequately ventilated by natural or mechanical means.
2. Where rooms are ventilated mechanically, the following minimum rates shall be provided:
 - a) Kitchen - 15 air changes per hour
 - b) Toilet/Bathrooms - 8 air changes per hour
 - c) Recreation Rooms - 15 air changes per hour
 - d) All other Rooms - 6 air changes per hour
3. All opening windows shall be provided with a functional fly screen from May 1 to October 31 in any given year.

2.13 Garbage/Sewage

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

An adequate sewage disposal system shall be provided.

Section 3 – Supports

3.1 Daily Living Activities

HRS residence owner/operators shall ensure that assistance with the routines of daily life is provided by staff at a level required to meet individual resident needs.

The owner/operator or their designate shall ensure quality personal care of all the residents is provided including bathing and changes of bedding at least once a week or more frequently when bed linen is soiled. At the same time residents are to be encouraged and supported to take maximum responsibility and maintain independence.

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

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

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

- 1) Assistance with and to personal shopping.
- 2) Facilities for personal laundry.

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

3.2 Resident Well-Being

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

Each HRS owner/operator shall ensure a regular structured period of recreation within the residence and encourage both inside and outside participation.

Such opportunities are critical to the good mental and physical health of his/her residents. They also allow for healthy interactions between residents and the community in which they reside.

3.3 Tenancy Agreements

HRS owner/operators will complete a tenancy agreement written in plain language that includes conditions of the stay and clauses relating to eviction. Both the owner/operator and resident shall sign the agreement. A copy of the agreement will be placed on file and a copy provided to each resident upon signing.

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

An up-to-date Personal Care Record shall be maintained by the owner/operator or his designate.

Reasons for terminating a residency agreement would include but are not limited to:

- Does not fit into the lifestyle of residents that currently reside at the residence
- Safety reasons (volatile behaviour)
- Communicable Disease(s)
- Violent History
- Sex Offender

3.4 Access to Home

Each resident shall have access to the HRS residence on a twenty-four (24) hour basis, unless a court appointed personal guardian is empowered to impose such a restriction and has communicated this to the owner/operator in writing.

Residents should notify staff when they will be absent so as not to disrupt routines or cause avoidable concerns for their health and safety.

The owner/operator shall notify the police of all situations where a resident's whereabouts is are unknown in excess of 24 hours; and notify upon return.

HRS owner/operators may make appropriate arrangements to ensure late night access to the HRS residence is available. Residents have 24 hour access to a bathroom and washroom, a sitting room and their bedroom.

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

3.5 Privacy

HRS owner/operators shall ensure the collection, use, disclosure and storage of all personal information are in accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 (MFIPPA). A resident's personal information can only be disclosed with a signed consent from the resident.

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

3.6 Rights and Responsibilities

HRS residence owner/operators shall establish house rules including resident rights and responsibilities and shall post house rules in locations that are accessible to residents and staff. A copy of the house rules and shall be given to the resident upon admission to the residence, and will address the following;

- Sexual activity
- Alcohol consumption
- Noise levels
- Respect for staff and residents

There should also be a process if the rules are breached.

3.7 House Meetings

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

3.8 Conflict Resolution

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

3.9 Meals and Nutrition

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

Menus shall be posted two weeks in advance and in a conspicuous place within the home. One month's menu is to be available for review at the annual inspection by Grey County.

3.10 Home Entertainment

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

3.11 Transportation

HRS owner/operators shall assist residents with arranging transportation to appointments with community supports and services. The transportation need not necessarily be paid for and/or provided by the owner/operator.

3.12 Resident Competency

When a resident is not competent to consent, the Crown Court or Magistrate Court may order a person to the hospital for a report on their mental health (*Section 35 of the Mental Health Act*).

Appendix A

HRS Resident Care File

Name of Patient: _____ D.O.B.: _____

S.I.N.#: _____ H.C. #: _____

Admission Date: _____ Discharge Date: _____

Source of Income

O.A.S. <input type="radio"/>	O.D.S.P. <input type="radio"/>	E.I. <input type="radio"/>	C.P.P. <input type="radio"/>	OTHER <input type="radio"/>	PERSONAL ASSETS <input type="radio"/>
------------------------------	--------------------------------	----------------------------	------------------------------	-----------------------------	---------------------------------------

Next of Kin: _____ Relationship: _____

Address:

Phone No.: _____

Other Agencies Involved:

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

Resident Signature

Witness



APPENDIX C – Housing with Related Supports

Serious Incidents Reporting Form

Today's Date: _____
(dd/mm/yy)

HRS Residence: _____

Date of the Occurrence: _____
(dd/mm/yy)

Resident Name: _____

Occurrence being reported by: _____
Name Signature

Type of Occurrence (please check the appropriate incident):

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

Describe the occurrence:

Actions and resolutions taken:

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

Signature of HRS Supervisor/Manager/Owner/Operator

Date:



APPENDIX D – Trust Account Record/Ledger

Resident’s Personal Needs Allowance

Trust Account Record/Ledger

(Monies received by or on behalf of the resident)

HRS residence Financial Institute: _____ Account #: _____

Resident’s Name: _____ Residential Support Worker: _____

ID # : _____

Date			Deposit	Withdrawals (by resident)	Withdrawals (by Operator *purchases made on behalf of resident)	Receipt Attached	Balance	Description of Purchase(s)	Resident's Initials
M	D	Y	Amount						
						<input type="checkbox"/>			
						<input type="checkbox"/>			
						<input type="checkbox"/>			
						<input type="checkbox"/>			
						<input type="checkbox"/>			
						<input type="checkbox"/>			
						<input type="checkbox"/>			
						<input type="checkbox"/>			

Name of Lodging House/HRS residence: _____



APPENDIX E—HRS Residence Guidelines Inspection Report

Name of HRS Residence: _____ Inspection Date: _____

Guideline Items	Met	Not Met	Expected Compliance Date (see comments)
1.5/3.5— Confidentiality/Privacy: resident confidentiality to be protected; any release of resident information must be documented on a signed form			
1.6— Resident Files: current list of all residents; current personal care records; resident information completed and stored in secure area			
1.7— Serious Incidents: record keeping established; incidences reported within 24 hours			
1.8 – Personal Needs Allowance: paid in full on first of month, documentation signed by resident when received, monetary form (not in-kind)			
1.9 — Staff Qualifications: all staff 18 or older with high school diploma; current first aid, CPR and immunizations; staff records & training up-to-date			
1.10— Staff Levels: at least one staff person shall be on duty that has nursing, first aid or health care training; ratio of residents to staff no greater than 15:1			
1.11— Staff Conduct: code of conduct outlining professional behaviour is provided to all staff; staff code of conduct posted			
1.12— Insurance: must have policy of commercial general liability insurance; includes coverage for bodily injury, property damage; limit of \$5,000,000 per claim; must have current vehicle insurance coverage; you must have abuse coverage insurance for not less than \$500,000 copies of policies received			
1.13— Inspection: yearly inspection required by fire official— annual fire inspection report received yearly inspection required by health officials— annual health inspection report(s) received alarm and fire extinguisher inspections regularly completed— inspection report(s) received water test reports if on a private well— copies of recent water testing received			
Guideline Items	Met	Not	Expected Compliance

		Met	Date (see comments)
2.1—Physical Safety: premises clean, sanitary, safe and free of hazards; handrails structurally sound; safety devices present in washrooms; handicap access. Emergency preparedness plan, independent security response plan, closed circuit cameras, Automated External Defibrillator (AED) unit.			
2.2— Health and Safety: processes to report violence, abuse, threats. Fire regulations: monthly drills completed and recorded; fire evacuation and drill procedures posted; each floor has at least one fire extinguisher; emergency lighting			
2.3—Medication Management and Storage: medications kept in locked area; all medications labeled; documentation of dispensing maintained			
2.4—Telephones: access for local calls; allows for privacy			
2.5—Furnishings: all furnishings clean, safe and sanitary condition; homelike and comfortable			
2.6—Bedrooms: adequate spacing between beds; no more than 4 per room; sufficient bed linen availability; separate closet or wardrobe for each resident; personal touches permitted			
2.7—Bathrooms/Washrooms: cleanliness; ratio of 1 toilet, tub/shower and wash basin per 8 residents; appropriate flooring; one washroom per floor; safety devices/grab bars in each washroom; separate staff washroom			
2.8—Kitchen: cleanliness; adequate space, equipment and supplies to ensure the safe and sanitary preparation of all food; refrigeration units in proper working order; dishwasher/two-compartment sink for dishwashing; separate hand washing basin for staff			
2.8—Dining Areas: cleanliness; adequate space; comfortable and home like			
2.9—Common Areas: a common indoor sitting area for residents separate from other areas of the home; safe and comfortable for residents and their visitors			
2.10—Linens/Laundry: clean towels, wash cloths and bed linens provided to each resident; linens laundered at least once per week; laundry products safely stored			
2.11—Water: adequate supply of potable water, both hot and cold; discharged through a mixing faucet/valve			
Guideline Items	Met	Not	Expected Compliance

		Met	Date (see comments)
2.12—Heating/Cooling: minimum temperature 22 degrees Celsius; adequate ventilation; opening windows equipped with screens from May 1 st to Oct 31 st			
2.13—Garbage/Sewage: proper storage of garbage; adequate sewage disposal system			
3.1—Activities of Daily Living: assistance with routines of daily living provided by staff at required levels to meet resident needs			
3.2—Resident Well-Being: encourage residents to initiate and participate in residential and/or community sponsored recreational activities; access to community resources (e.g.—mental health services) as required			
3.3—Tenancy Agreements: tenancy agreement reviewed, signed and on resident file			
3.4—Access to Home: 24 hour access; visitors permitted during appropriate hours			
3.6—Rights and Responsibilities: established house rules posted; reviewed with residents			
3.7/3.8—House Meetings/Conflict Resolution: regular house meetings held; policies and procedures in place to manage internal/in-house disputes			
3.9—Meals/Nutrition/Menus: nutritional meals and snacks offered; brown bag meal available; menu posted; one month's menus available for viewing			
3.10—Home Entertainment: access to television, VCR/DVD, board games, puzzles, etc.			
3.11—Transportation: assistance with arranging transportation to appointments with community supports and services provided			

Follow up Required by _____ to ensure continuation of monthly funding: (specify items required)			
---	--	--	--

Grey County Social Services Representative: _____

Signature of HRS residence Operator: _____

Follow up Required by _____ to ensure continuation of monthly funding: (specify items required)			
---	--	--	--

Grey County Social Services Representative: _____

Signature of HRS residence Operator: _____

