



The Corporation of the County of Essex

Schedule A Housing with Supports Program Standards

Revised July 2014

TABLE OF CONTENTS

INTRODUCTION	2
Background	2
Standards Development	3
Definition	3
Program Goals and Principles	4
Roles and Responsibilities.....	4
Standard 1 Program Administration.....	6
1.1 Eligibility Criteria	6
1.2 Home Criteria	7
1.3 Referral/Intake Process.....	7
1.4 Resident Absence.....	7
1.5 Confidentiality.....	8
1.6 Resident Files	8
1.7 Serious Incidents	9
1.8 Personal Needs Allowance – Process and Management	9
1.9 Staff and Volunteer Qualifications.....	10
1.10 Staffing and Supervision	11
1.11 Staff and Volunteer Training	11
1.12 Staff and Volunteer Conduct	11
1.13 Insurance.....	12
1.14 Inspections.....	13
Standard 2 Housing with Supports Facility Operations	13
2.1 Physical Safety	13
2.2 Health and Safety.....	14
2.3 Medical, Medication Management and Drug Storage.....	15
2.4 Telephones.....	16
2.5 Furnishings	16
2.6 Bedrooms.....	16
2.7 Washrooms / Sanitary Facilities.....	17
2.8 Kitchen	18
2.9 Common and Dining Areas	18
2.10 Housekeeping and Laundry.....	19
2.11 Clothing.....	19
2.12 Water	20
2.13 Heating and Cooling.....	20
2.14 Garbage.....	20
Standard 3 Facility Supports	20
3.1 Activities of Daily Living and Tenant Well-Being.....	20
3.2 Tenant Protection Act	21
3.3 Access to the Facility	21
3.4 Privacy, Rights and Responsibilities	21
3.5 House Meetings	22
3.6 Conflict Resolution	22
3.7 Menus, Nutrition, Meals and Snacks	23
3.8 Home Entertainment and Recreational Activities	23
3.9 Transportation	24
3.10 Disabled Access.....	24
3.11 Accessibility Laws	24
3.12 Retirement Homes Act, 2010.....	25
3.13 French Language Services.....	25

Introduction

Background

The Minister of Municipal Affairs and Housing has provided Consolidated Municipal Service Managers (CMSM) with the discretion to enter into agreements with private or non-profit operators for the provision of accommodation, meals and limited services to individuals 'in need'. The Ministry will provide funding to Service Managers to address housing and homelessness in Ontario by improving access to adequate, suitable and affordable housing that is linked to flexible support services. It has established the Community Homelessness Prevention Initiative ("CHPI") which consolidates five provincial homelessness-related programs formerly administered by either the Ministry of Community and Social Services ("MCSS") or the Ministry of Municipal Affairs and Housing ("MMAH"):

- Consolidated Homelessness Prevention Program;
- Emergency Energy Fund;
- Emergency Hostel Services;
- Housing with Supports Program;
- Provincial Rent Bank.

The merging of these five programs is meant to streamline housing and homelessness programs into a housing service managed at the municipal level. One goal is to shift from a reactive position to proactive, and to work toward permanent solutions to homelessness. The two provincial program outcomes under CHPI that must be monitored are: the extent to which households experiencing homelessness obtain and retain housing; and the extent to which households at risk of homelessness remain housed. The transition of the Housing with Supports program from the Ontario Ministry of Community and Social Services (MCSS) to the Ontario Ministry of Municipal Affairs and Housing (MMAH) took place on January 1, 2013.

For over twenty years, the Corporation of the County of Essex, hereinafter called "the County", has maintained funding agreements with privately owned and/or not-for-profit Housing with Supports facilities located throughout the County. While expectations regarding the accountability of service providers were outlined in the funding agreements, service levels and standards had not been comprehensively addressed until 2007.

Standards Development

The County has developed Housing with Supports Program Standards to:

- Ensure consistent basic resident services throughout the County service system;
- Articulate an acceptable standard of service delivery;
- Ensure that standards are results focused, observable and verifiable;
- Ensure that the standards are attainable;
- Reflect local needs and priorities.

The standards also serve as a framework to be used to monitor purchased services and will therefore form part of the funding agreements between the County and Housing with Supports Facility operators.

The County Housing with Supports Program Standards will be reviewed on a regular basis and may be amended from time to time as necessary.

Definition

For the purposes of these standards a Housing with Supports Facility shall be defined as any residence, rest home, retirement home or boarding and lodging home which, for a fee, provide permanent housing, limited support to vulnerable adults with special needs, and 24-hour supervision.

A Housing with Supports Facility does **not** include:

- A residential facility, or the part of the facility, which is licensed, approved or supervised under the *Long Term Care Homes Act*; or under any other Act or authority;
- A residential facility which accommodates fewer than five persons;
- The incidental provision of room and/or board by homeowners; or,
- Group homes for rehabilitation of law offenders, drug or alcohol addiction, and crisis facilities for women, or half-way houses.

Program Goals and Principles

The Ministry has proposed the following goals for the Housing with Supports Program which the County supports:

- Individual residents obtain a quality of life that supports healthy, safe living;
- All residents receive appropriate, quality care;
- 'In-house' supports and services are coordinated with community-based health and social services to ensure that residents receive the services they require;
- The individual circumstances of residents are respected;
- The Housing with Supports Program is accountable to the individual, community and government.

These goals have regard for the following administrative and service delivery principles proposed by the Ministry:

- Government, community and individuals have a shared responsibility for the housing of vulnerable adults living in their community;
- Housing with Supports tenancy is intended to be permanent insofar as it continues to meet the resident's care needs;
- As the Program manager, the County has the authority to purchase Housing with Supports Program services that best meet the community's needs;
- Funding for the Housing with Supports Program is used for the purposes intended.

Roles and Responsibilities

The roles and responsibilities of the Ministry are:

- To sign a service contract with the Consolidated Municipal Service Managers (CMSM) for the funding and delivery of the program;
- To collect and evaluate quarterly reports;
- To monitor provincial performance targets;
- To ensure financial accountability;

- To conduct compliance reviews of the County.

The provincially mandated roles and responsibilities of the County are:

- To manage the Housing with Supports Program;
- To negotiate funding agreements with Housing with Supports operators;
- To review and/or verify the service level and financial information provided by operators and approve payments;
- To set service standards.

In addition, the County has voluntarily assumed the following roles and responsibilities:

- To monitor and enforce compliance with funding agreements and standards;
- To investigate complaints and take remedial action where required;
- To establish serious occurrence reporting requirements;
- To verify that all operators have obtained adequate insurance coverage;
- To verify that annual inspections have been completed;
- To verify that beds are appropriately occupied;
- To ensure that mandatory and discretionary benefits are provided to residents in accordance with the Ontario Works Act; its regulations and policy directives using 100% municipal funding;
- To further ensure that tenants who require mandatory and discretionary assistance, access all avenues of funding prior to receipt of discretionary municipal funding, i.e. OW, ODSP, Trillium, ADP;
- To determine financial eligibility of potential residents;
- To monitor financial eligibility of residents accepted for tenancy.

The roles and responsibilities of Housing with Supports operators are:

- To provide housing and services to residents in accordance with the funding agreement and standards;

- To receive requests and referrals for placement;
- To determine personal suitability of potential residents;
- To accept residents and to enter into Tenancy Agreements with residents;
- To monitor personal suitability of residents accepted for tenancy;
- To link with appropriate community-based programs and services;
- To issue the Personal Needs Allowance to residents, if necessary;
- To report serious occurrences to the County and cooperate fully with any follow-up which is required;
- To take remedial action regarding complaints as quickly and effectively as possible;
- To provide the County with all necessary financial information;
- To cooperate with and report to the County for the purposes of carrying out the County's obligations with regard to the Housing with Supports Program.

Standard 1 Program Administration

1.1 Eligibility Criteria

To be eligible for Housing with Supports Program subsidy:

- The individual is at least eighteen years of age;
- The individual requires supervision in activities of daily living and whose care requirements do not exceed the ability of staff or the mandate of the facility, and can provide an appropriate medical form completed and signed by a medical professional (which may include a family doctor, specialist, psychiatrist, psychologist, or nurse practitioner);
- The individual is a vulnerable adult with special needs;
- The individual is in receipt of OW, ODSP or has another source of income (e.g. Canada Pension Plan) which is less than the cost of care plus the Personal Needs Allowance (as calculated using the per diem rate payable and the amount of the Personal Needs Allowance established by the Ministry);

- The individual has liquid assets that total less than \$5000.00 excluding life insurance and prepaid funeral which cannot combine to total more than an appropriate funeral and burial cost;
- Note: OW/ODSP recipients may be permitted further assets/exemptions under ODSP legislation. ***Seniors over the age of 65 do not fall under this legislation;**
- The individual has liquid assets that do not exceed the level permitted under ODSP legislation;
- Individuals with work-related income may be approved for an allowance in addition to their Personal Needs Allowance, consistent with the ODSP Work-Related Benefit. This is a discretionary benefit using 100% municipal funding.

1.2 Home Criteria

Each Housing with Supports Facility must meet the definition as outlined in the Introduction. The facilities should strive to follow best practices and meet the Standards set out by the County.

1.3 Referral/Intake Process

Individuals must contact the County to request an application to determine eligibility and availability of subsidized assistance. Referrals are accepted from a variety of sources including family members, friends, hospital discharge planning, clergymen and rest home operators or from self-referral.

Under the initial telephone contact the caseworker shall obtain name, date of birth, telephone number, address, and reason for referral. If the request is from a family member or the person himself or herself, a procedural letter will be provided in advance, which has a list of the documentation required to process the application. A County Representative will arrange an appointment with the applicant to determine eligibility. The County Representative will then meet with the applicant at the Housing with Supports facility of their choice.

1.4 Resident Absence

Owners/operators shall be paid the established per diem for residents who are housed in Housing with Supports facilities based on the premise that it is permanent housing. The County will pay operators for up to 14 overnight absences in a 12 month period (a further 14 days may be paid with medical necessity such as hospitalization). Per

Diem payment for additional absences (e.g. longer term visits with family) may be covered by the County dependent on individual circumstances. All absences are to be recorded in the resident file and reported to the County each month with billing.

1.5 Confidentiality

The operator shall assist the County to comply with its obligations under the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) with respect to the collection, use, disclosure, and storage of each resident's personal information and the operator shall comply with applicable privacy legislation.

The operator shall ensure that a resident's personal information is only disclosed with a signed consent from the resident or their legal representative. Exceptions to this Standard may be made only in cases of life and death, if a resident is threatening harm to his/her self or to someone else, or if so ordered by a court.

1.6 Resident Files

Resident records shall be kept in a secure area and the operator shall respect confidentiality.

Resident records shall include:

- The name of the resident;
- Birth date, OHIP number, Social Insurance Number, ODSP number (if relevant);
- Name and contact information for next of kin/guardian/power of attorney;
- Date of admission;
- Medical history;
- Known allergies and special dietary requirements;
- Medication prescribed;
- Name and contact information of physician;
- Safety/security risk assessment;
- Extent of resident's abilities to independently perform activities of

daily living, type of assistance required and services to be provided;

- Hospital admissions during residency;
- Unusual or serious occurrences;
- Financial account/management details;
- Log of medical and other health related appointments;
- Staff notes pertaining to participation in in-house or community activities, changes in resident's condition, care provided, etc.;
- Correspondence sent to and from the operator with respect to the resident;
- Details of the resident's involvement with community agencies, professionals or advocates;
- Consent to Release Information (signed by the resident).

The operator shall ensure that resident medical information is accessible to staff of the facility.

1.7 Serious Incidents

The operator shall ensure that every occurrence of accidents or injuries where a health professional is involved, alleged abuse of residents or staff, police intervention, communicable disease, or fire, is reported to the County within 24 hours of the occurrence or if on the weekend, on the next business day. The County Serious Occurrence Report form should be used when necessary.

1.8 Personal Needs Allowance – Process and Management

The personal needs allowance is intended for the purchase of personal products such as clothing or cigarettes. It is not intended for the purchase of necessary items of personal care which should be made available by the operator, if requested by the resident (i.e. soap, toothpaste, toothbrush, shampoo, razor, deodorant).

Residents are responsible for the management of their personal needs allowance and other financial resources.

The operator may assist in managing a resident's personal needs allowance and/or other financial resources upon the signed consent of the resident or their legal representative. In such instances, the

operator shall establish a written policy to manage such money. The written policy must, at minimum, include the keeping of a ledger or receipt book indicating the amount and date monies were issued to the resident. Each disbursement to the resident must be signed by the resident and the staff member making the disbursement.

The operator will not 'pool' any portion of the resident's personal needs allowance or other financial resources of the resident unless that resident will receive direct benefit from the 'pooled' funds. For example, a resident will not be asked to contribute a portion of his/her personal needs allowance towards the cost of a special event unless the resident willingly wishes to participate in that event.

1.9 Staff and Volunteer Qualifications

The operator shall hire staff and recruit volunteers with the qualifications, experience and ability to work with vulnerable individuals and shall obtain an acceptable Canadian Police Clearance Certificate from each staff member and volunteer prior to the commencement of their duties.

The Employment Standards Act and Regulations and the Ontario Human Rights Code govern the operator and facility staff.

The operator shall ensure that written job descriptions describing responsibilities and scope of function are available for all staff and volunteer positions.

The operator shall ensure that staff supervising residents or providing care and support to residents are at least eighteen years of age, are legally eligible to work in Canada, and have an appropriate level of education and/or experience in working with vulnerable adults.

The operator shall ensure that all staff obtain First Aid and CPR certificates within their first year of employment and keep their certificates current thereafter.

The operator shall ensure that at least one staff person directly involved with food preparation obtains a Food Handler certificate or provides evidence of similar training and relevant experience.

The operator shall ensure that all staff and volunteers receive a copy of his/her job description, an orientation to his/her particular job, the facility's policies and procedures, and the staff code of conduct.

The County recommends that all staff and volunteers have a pre-

employment TB skin test and it is advisable that they be immunized against Hepatitis B.

The County strongly recommends that all staff and volunteers have an annual influenza vaccination.

It is the responsibility of the operator to ensure that a staff member who has a communicable disease which might place residents and/or staff at risk shall not continue to report for work until he/she is free of the communicable disease.

1.10 Staffing and Supervision

The operator shall ensure that facility staff and volunteers are supervised and shall ensure that staff and volunteers are capable of communicating clearly and effectively with residents, sustaining the emotional demands of their work, and providing safe and adequate services as set out in these Standards.

The operator shall ensure that staff are scheduled to provide for the supervision, care and security of residents. Operators must maintain minimum staffing ratios that are dictated by the physical and mental acuity of residents' needs and the physical structure and environment of the facility.

The operator shall ensure that kitchen and housekeeping staff are in attendance to provide for the preparation of meals and the general cleanliness of the facility.

1.11 Staff and Volunteer Training

The operator shall ensure that each staff member and volunteer are given appropriate orientation upon hire. Staff and volunteers should be provided opportunities and encouraged to participate in workshops or seminars on topics relevant to his/her duties.

1.12 Staff and Volunteer Conduct

The operator shall ensure a staff and volunteer code of conduct outlining professional behaviour is established, posted within the hostel's premises and adhered to.

The operator shall ensure that harassment and abuse policies are established and adhered to by staff and volunteers.

Staff and volunteers shall not conduct a physical search of any kind on a resident's person. He/she will consult with the police should there be reasonable suspicion of illegal or dangerous situations.

1.13 Insurance

The operator shall obtain and maintain in full force and effect general liability insurance acceptable to the County in an amount of not less than **Five Million Dollars (\$5,000,000)** per occurrence in respect of the services provided. The insurance policy shall:

- Include an endorsement certifying that The Corporation of the County of Essex has been included as an additional insured;
- Contain a cross-liability clause or endorsement;
- Contain a clause including liability arising out of the contract or Agreement;
- Include under the definition of insured, any volunteer worker of any Insured or Additional Insured, while performing their duties for, or in association with the Named Insured; and
- An endorsement to the effect that the policy or policies will not be altered, cancelled or allowed to lapse without **Thirty (30)** days advance notice to the Corporation of the County of Essex;
- The policy shall contain the following endorsement:

"It is hereby understood and agreed that this policy shall insure each Insured in the same manner and to the same extent as if separate policies had been issued to each, and shall apply with respect to any action brought against any one Insured by the other Insured or by any employee of such other Insured; provided, however, that the Insurer's total liability in respect to each or all of the Insured in no event exceed the limits of liability stated in the Declarations."

In addition, the Owner hereby covenants and agrees to provide and maintain policies for non-owned motor vehicle insurance and for motor vehicle insurance for vehicles owned by the Owner and used in connection with the Housing with Supports facility. The policies must be in a minimum amount of **Five Million Dollars (\$5,000,000)**. The Owner further covenants and agrees to ensure that each of these policies contain an endorsement that provides for notice to be given by the insurer to the County in the event of cancellation of either policy or

in the event any of the terms and conditions of the said policies are amended in any way.

The operator shall annually submit copies of proof of the existence and maintenance of such policies to the County to the attention of the Director of Corporate Services/Treasurer.

1.14 Inspections

The operator shall ensure that at least once a year, there is a successful inspection of:

- The hostel conducted by fire officials;
- The hostel conducted by public health officials;
- Heating equipment and chimneys by a qualified equipment supplier;
- Fire extinguishers, hose and standpipe equipment by a qualified fire equipment supplier.

The operator shall ensure that copies of all of the above inspection reports are provided to the County.

The operator shall ensure that at least once a month an inspection of fire extinguishers, hose and standpipe equipment is completed by facility staff.

Standard 2 Housing with Supports Facility Operations

2.1 Physical Safety

The operator shall provide a residential living environment which promotes and enhances the quality of life for residents and which complies with all relevant health and safety standards.

The operator shall maintain the premises, its furnishings and equipment in a safe and clean condition and in a good state of repair.

The operator shall ensure that access to stairwells and exits are free from obstruction and flammable materials as required by legislation/fire code regulations.

The operator shall ensure that elevators are maintained, inspected and display valid licenses.

2.2 Health and Safety

The operator shall ensure that the interior and exterior premises are free from hazards to ensure the safety of residents, staff, volunteers and visitors.

The operator shall ensure that policies and procedures are in place to promote the health and safety of residents, staff, volunteers and visitors in accordance with the *Occupational Health and Safety Act*.

The operator shall ensure that the facility complies with all applicable provisions of the Ontario Fire Code made under the *Fire Protection and Prevention Act*; the *Ontario Building Code*, the *Health Protection and Promotion Act*, and local municipal property standard by-laws.

The operator shall ensure that procedures for monthly fire drills are in place and that a log is maintained outlining same and that a full evacuation fire drill take place annually.

The operator shall ensure a procedure, including the duties of staff and residents in accordance with the *Fire Protection and Prevention Act*; is established and followed when a fire alarm is called.

The operator shall ensure that emergency evacuation procedures are posted in a conspicuous place within the facility's premises. The operator shall ensure that all staff are trained in emergency evacuation of the facility and in the use of fire extinguishers and all residents are informed of the evacuation plan when they become a resident or as soon thereafter as is practical.

The operator shall ensure that a First Aid Kit is available on the facility's premises and is located in a safe and easily accessible location to all staff. The First Aid Kit must be checked and updated after every use.

The operator shall ensure that policies and procedures are in place to address communicable disease outbreaks and to ensure that universal precautions are followed at all times.

The operator shall ensure that emergency phone numbers, police, fire department and ambulance, are posted near every telephone.

The operator shall ensure that the levels of illumination required under the *Ontario Building Code* and the *Ontario Fire Code* are maintained during all hours of operation.

The operator shall ensure that all lighting equipment provides illumination for the use of all indoor and outdoor spaces, including all hallways, stairways, landings, ramps and at all entrances and exits (including the exterior of the front and back doors) to ensure the safety of residents, staff, volunteers and visitors.

The operator shall ensure that every room is ventilated by natural or mechanical means and is designed and installed in accordance with the *Ontario Building Code* so as to remove excess heat, humidity and odours.

The operator shall ensure that all operable windows have an attached screen in proper working order and appropriate window coverings to provide privacy and prevent the entry of flies and other pests.

The operator shall ensure that all smoking areas are in compliance with the *Smoke Free Ontario Act*.

2.3 Medical, Medication Management and Drug Storage

The operator shall ensure that all residents have access to a physician or to a walk-in clinic.

The operator shall ensure that all resident appointments for doctor, specialist, psychiatric or health care are documented in the resident's file.

The operator shall allow health care and/or support professionals access to residents within the facility and shall cooperate fully with such professionals.

The operator shall ensure that all prescription drugs to be managed by the operator are:

- kept in one or more locked drug cabinets;
- made available only to those residents for whom, and in the manner in which, they have been prescribed by a physician;
- provided directly to residents with an accurate amount of liquid;
- needles/sharps/syringes/vials/ampoules are to be disposed of in a bio-hazardous container immediately after use;
- needles and syringes are not capped but placed immediately into a bio-hazardous container;

- bio-hazardous containers are disposed of according to guidelines for toxic waste;
- unused or out-dated medications are returned to the pharmacist supplier;
- Universal precautions are followed.

The operator shall ensure that over-the-counter medication is kept in a safe location available only to designated staff (i.e. should not be kept in residents' rooms).

2.4 Telephones

The operator shall ensure that a residential on-site telephone for local calls is available in the facility for the use of residents.

2.5 Furnishings

The operator shall ensure that all household items are of a type, quality and quantity adequate to the needs of the residents and in keeping with a home-like atmosphere.

2.6 Bedrooms

The operator will not permit any resident to occupy for sleeping purposes any space in the Housing with Supports Facility used as a lobby, hallway, closet, bathroom, stairway, cellar, furnace or utility room.

The operator shall ensure that each bedroom is comfortable for sleeping and engaging in quiet activities. 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.

The operator shall ensure that each bedroom accommodates a maximum of four residents.

The operator shall ensure that resident's beds are placed such that no part of the bed is closer than 76 cm (30 inches) to another bed.

The operator shall ensure that all bedrooms contain at least one window capable of being opened directly to the outside.

The operator shall ensure that each resident is provided with a bed,

mattress, a bedside table, lamp, and a towel rack (towel rack to be available in the bedroom or bathroom). All of these items must be clean and in good repair.

The operator shall ensure that mattresses have a minimum width of 91.44 cm (36 inches) and are safe, sanitary and in good repair. Where possible, mattresses are covered with a flame-retardant and moisture-retardant material.

The operator shall ensure that each resident is provided with a separate clothes closet or private personal space for the storage of personal effects.

The operator will allow residents to have their own radio, television, clock or computer in their bedroom in keeping with safety requirements and the house rules.

The operator shall ensure that bedroom doors are lockable from the inside (at the request of the resident) and the operator shall have an access key to each room for use in an emergency situation and/or for cleaning.

Staff shall not enter a resident's bedroom without knocking first and asking permission to enter unless there is an emergency where the resident's or another resident's safety is in question.

The operator shall ensure that residents shall have access to their bedrooms at all times.

2.7 Washrooms / Sanitary Facilities

The operator shall ensure that the number of sanitary facilities is, at least:

- One (1) washbasin and one (1) flush toilet for every six (6) residents and
- One (1) bathtub or shower for every twelve (12) residents

The operator shall provide at least one wash basin and toilet on each floor that is used by residents.

The operator shall ensure that each toilet and each bathtub have at least one grab bar or similar device of a type that will ensure the safety of residents.

The operator shall ensure that each bathtub/shower stall is furnished with slip resistant material that adheres to the bottom of the tub/shower stall.

The operator shall ensure that each washroom, bathroom, shower/bath has a lock, which can be easily released from the outside in case of an emergency.

The operator shall ensure that where one or more residents are confined to wheelchairs, there is at least one accessible washroom, toilet and shower.

The operator shall ensure that washrooms are equipped with an adequate supply of common toiletries such as toilet tissue and soap.

The operator shall ensure that sanitary facilities are equipped with receptacles of durable construction that can be easily cleaned, to hold used towels, other soiled linen, or waste materials.

The operator shall ensure that shared and public washroom fixtures are cleaned and sanitized at least once each day and/or more frequently if necessary. Private bathroom fixtures must be cleaned and sanitized at least once per week.

2.8 Kitchen

The operator shall ensure that all food storage, preparation and service areas meet the requirements of the Food Premises Regulations under the *Health Protection and Promotion Act*.

The operator shall ensure that hand washing facilities are designated and equipped with soap in a dispenser and with single service towels in a dispenser.

The operator shall ensure that all food is stored on racks or shelves that are not less than 15 cm above the floor.

The operator shall ensure that the kitchen is maintained in a clean and sanitary manner at all times.

2.9 Common and Dining Areas

The operator shall provide an indoor communal area that permits residents to gather together for the purpose of recreation, crafts, games and conversation.

The operator shall ensure that an outside area is provided for residents and that it is maintained in a safe and sanitary condition.

The operator shall ensure that furniture in common areas is clean and in good condition.

The operator shall ensure that an eating area is available to residents that is large enough to accommodate at least 50% of the residents at one time.

2.10 Housekeeping and Laundry

The operator shall maintain a clean and safe environment at all times and ensure that written housekeeping assignments and/or routines are in place.

The operator shall ensure that all furniture including couches, chairs and tables are cleaned and dusted at least once per week and household equipment is kept in safe working order.

The operator shall assume the cost of laundry and linen supplies.

The operator shall ensure there are sufficient linen supplies to ensure that bed linen is changed once per week and/or more frequently as required.

The operator shall provide a quantity and quality of linen and bedding to ensure the comfort of residents.

The operator shall provide each resident with a towel and face cloth which will be changed at minimum once per week.

The operator shall collect and launder residents' personal clothing at least once per week at no cost to the resident.

The operator shall provide residents with access to a washing machine, laundry soap, dryer, iron and ironing board (at no fee to the resident) should the resident wish to attend to his/her own personal laundry.

The operator shall ensure that laundry rooms are separated by construction from any food preparation or storage areas.

2.11 Clothing

Operators shall assist residents to obtain a suitable quantity of clean, weather appropriate clothing (at no expense to the operator).

Where a resident's refusal to attend to their personal care infringes upon the rights of other residents, the operator shall discuss this matter with the resident in private and in a manner which at all times respects the resident's rights and dignity.

The operator shall ensure that clothing and personal care items are not shared.

2.12 Water

The operator shall ensure the facility water supply system meets the residents' needs for potable water and for hot water.

The operator shall ensure that water used by residents does not exceed 49°C (120°F) and shall be controlled by a device, inaccessible to residents, that regulates the temperature.

2.13 Heating and Cooling

The operator shall ensure that 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.

The operator shall ensure that the facility is maintained at an average temperature of 22 degrees Celsius (71.6 degrees Fahrenheit).

2.14 Garbage

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

Standard 3 Facility Supports

3.1 Activities of Daily Living and Tenant Well-Being

Residents are responsible, as far as possible, to maintain their personal well being and to participate in decision making about their personal care and health needs. The operator shall ensure that assistance with activities of daily living and 24-hour supervision are provided.

Either within the Housing with Supports facility or by referral to community resources, the operator shall provide opportunities and encourage resident participation in leisure, entertainment, recreational, educational and employment activities, spiritual or

religious observances, or other programs according to the resident's personal interests or preferences.

Facility staff shall provide residents with personal guidance, information and advice.

The operator shall provide a bulletin board to post notices of in-house and community events, evacuation procedures, etc.

3.2 Tenant Protection Act

The operator shall enter into a written tenancy agreement with each resident who is admitted to the facility. The agreement shall be signed by the resident, retained in the resident's records and a copy provided to the resident in accordance with the Tenant Protection Act.

3.3 Access to the Facility

No resident shall be prohibited access to the facility based on hour of entry. Residents shall observe home procedures and common courtesies regarding guests and late night access to the facility.

3.4 Privacy, Rights and Responsibilities

The operator shall ensure that the fundamental human rights of residents are respected at all times including the right to privacy, confidentiality of personal records, the right to have opinions heard and to be included, to the greatest extent possible, when any decisions are made which affect their lives.

The operator agrees that each resident has the right to be represented by a substitute decision maker should they so choose.

Upon admission, or shortly thereafter, the operator shall provide all residents with written information outlining house rules and a copy of the residents' rights and responsibilities.

The operator shall agree that each resident may have visitors at the facility as long as the visitors do not interfere with the privacy and rights of other residents or the usual operation of the facility.

Where it is in the best interests of the resident to receive support and/or assistance with their personal care or activities of daily living from an external third party, the operator shall cooperate fully in ensuring that such support and/or assistance is made available.

The operator shall make every effort to provide a private space, when requested by the resident, for private telephone calls or private visits with lawyers, doctors, advocates, friends or family. All meetings between the County Representative and residents are to be held in private, unless a staff member of the Housing with Supports facility is invited to attend.

The operator shall not confine or restrain a resident by means of a time out room, binding or by chemical means. The operator must ensure all staff have training in resident rights and knowledge of non-abuse policies/definitions.

The operator shall encourage resident participation in regular house meetings to discuss the operation of the hostel, to plan menus and house events, etc.

The operator shall ensure that all mail received and sent by residents is unopened. The operator shall ensure that all residents have the right to open their mail in private.

3.5 House Meetings

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

3.6 Conflict Resolution

The operator shall ensure that policies and procedures are in place to manage written complaints regarding the facility and its services and to respond to requests or suggestions made by a resident or a resident's representative.

The operator shall respond, professionally and appropriately, and in a timely fashion, to all written requests, suggestions and complaints. The operator shall ensure that confidentiality is respected at all times. Records of written requests, suggestions and complaints are kept on file and include the date received, the feedback and the date it was provided to the complainant, the actions taken to resolve the issues and the follow-up required.

The operator will inform the County of any written or verbal complaints received and the proposed resolution of the complaint within 24 hours of receiving the complaint or if on the weekend, on the next business day. The County will follow-up with the operator within three business days to ensure the successful resolution of the complaint.

3.7 Menus, Nutrition, Meals and Snacks

The operator shall ensure that menus are planned at least one week in advance and are posted in a conspicuous place within the facility.

The operator shall ensure that residents are encouraged to participate in menu planning, food purchase and meal preparation as is practical and desired by the residents.

The operator shall ensure that menus are planned to provide balanced nutrition, variety from each of the food groups according to Canada's Food Guide to Healthy Eating, and include alternate choices at each meal.

The operator shall ensure that the menu offers a main meal including a hot entree served at noon time or in the evening.

The operator shall arrange for a medical or nutritional assessment for residents who appear to be undernourished, underweight or overweight.

The operator shall serve meals which are appetizing and prepared at the correct temperature and time.

The operator shall ensure that residents are served a minimum of three meals per day and nourishing snacks and beverages.

The operator shall ensure that the time intervals between each meal are regular but flexible in response to other household routines and activities.

The operator shall ensure that meals will meet the special dietary needs of residents requiring a diet for treatment or maintenance of good health.

The operator shall ensure that upon advance notice, a meal is set aside or a bag/box lunch is prepared for residents who are absent during a meal period to attend school, treatment, employment or other activity.

3.8 Home Entertainment and Recreational Activities

The operator shall provide at least one television for resident use in the common area. In large facilities, operators are encouraged to provide additional televisions, with DVD capacity. In addition, all operators are encouraged to provide other sources of entertainment

such as radios and computer access.

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

Each operator shall provide a weekly minimum of at least one structured period of recreation within his or her facility.

3.9 Transportation

The operator shall ensure that the following services are available, however need not be provided directly by the operator:

- transportation to medical appointments and appointments with other health care professionals;
- assistance with personal shopping.

3.10 Disabled Access

The operator shall not admit a person dependent on a wheelchair, walker or scooter unless the facility is accessible to the mobility aid.

The operator shall ensure that each resident's physical disability or functional limitations (e.g. vision or hearing loss) is able to be fully accommodated.

Operators shall monitor and report on the demand for physically or functionally accessible accommodation.

3.11 Accessibility Laws

The operator shall ensure the Accessibility for Ontarians with Disabilities Act is followed.

Under the act, Ontario is making the province accessible by 2025 through accessibility standards. These standards are the mandatory rules that businesses and organizations will have to follow in customer Service, transportation, information and communications, employment, and the built environment. The first standard, for customer service, is now law. Public sector organizations were required to comply with the standard as of January 1, 2010. Private sector and non-profit organizations were required to comply as of January 1, 2012.

3.12 Retirement Homes Act, 2010

All Housing with Supports facilities that also meet the definition of “retirement home” in the Act are expected to obtain a license and comply with legislation under the Retirement Homes Act, 2010. These homes may be partially legislated through the Retirement Homes Act, but must also comply with the County Standards and continue to work with the County representative. Residents who are subsidized through the County and the Community Homelessness Prevention Initiative are not included in the Retirement Homes Act, 2010 including Retirement Home Regulatory Authority licensing.

3.13 French Language Services

The County endeavors to offer full service in both official languages. Residents can access documents in both French and English. All French speaking residents will have an annual meeting, conducted in French, to update their file and discuss satisfaction.