

# HOME AND COMMUNITY CARE SUPPORT SERVICES

## Champlain

4200 Labelle Street, Suite 100  
Ottawa, ON K1J 1J8  
Tel: 613.747.6784 • Fax 613.747.6519  
Toll Free: 1 866 902-5446  
[www.healthcareathome.ca/champlain](http://www.healthcareathome.ca/champlain)  
[www.champlainhealthline.ca](http://www.champlainhealthline.ca)

### Client and Family Crisis Information

You or your family member have been assessed by your Care Coordinator and it has been determined that you are in a crisis situation and require immediate admission to a Long Term Care Home (LTCH). The Long Term Care Homes Act, 2007 governs how Home and Community Care Support Services Champlain manages crisis placement.

The Home and Community Care Support Services defines a crisis as:

*The applicant's needs can be met in a LTCH and requires immediate admission to a LTCH as a result of a crisis arising from the applicant's condition or circumstances that puts them at significant safety risk if left in their current environment.* Note: the focus of the definition centers on immediate admission and significant safety risk.

Crisis admission is considered to be a last option after community based services have been exhausted.

Almost every LTCH within the province has a waitlist which can be up to 4-5 years long depending on gender and choice of accommodation. The demand for most LTCHs is high and the turnover of residents in many homes is low. Due to this combination of factors, coupled with other clients who have been designated as needing crisis placement, it is unlikely to expect you would be able to receive a bed in one of your choices within a reasonable timeframe that meets your need for immediate placement.

We will make every effort to arrange an admission into a LTCH of your choice but if these homes cannot accommodate an immediate admission, you will be asked to select additional homes including those with either current vacancies or short waiting lists which would be able to provide for your assessed care needs. By increasing your number of choices you will increase the odds of a bed offer.

Requests for a particular geographic area or ethno-cultural home(s) will be taken into consideration however the primary objective will remain on minimizing your safety risk through an immediate admission.

Your Care Coordinator will advise you of the expected waiting time for your choices as a crisis applicant. If you are not willing to add other choices your crisis designation may be removed, your waiting list priority will be changed back to your normal priority and you will continue to wait for admission into one of your selected homes (maximum of 5 choices).

As a Crisis Applicant, you may be eligible for a "Reunification Priority Access Bed" if you have a spouse or partner who is a current resident in a Long-term Care Home and you wish to be reunited with your spouse or partner at that specific Long-term Care Home.

If you do not accept a bed offer from one of your selected homes your name may be removed from all waiting lists and your placement referral will be closed. You will have to wait three (3) months before re- applying for placement, unless your situation or condition significantly changes.

**Key Points to Remember!**

- As a crisis applicant you can choose more than 5 homes to apply to
- If you are admitted to hospital before a bed becomes available, you are no longer deemed a crisis placement and these additional crisis choices will be removed
- If the homes you initially chose are not able to provide for an immediate admission you need to consider adding more choices to increase the odds of receiving a bed offer
- It is highly recommended to tour each home prior to adding it as a choice
- Consider whether you can afford semi-private or private rates (each home is designed to have higher numbers of this type of accommodation in comparison with basic beds)
- If you are unwilling to select additional choices your crisis designation may end and you will revert to your non-crisis waiting list priority level
- When you receive a bed offer you have 24 hours to respond
- You are expected to accept the first bed offer you receive from one of your choices
- Be prepared for a bed offer and have arrangements in order to be admitted as soon as possible after accepting the offer
- If you accept a bed in one of your lower ranked choices you can continue to wait for your higher choices (maximum 5 choice)
- If you refuse a bed offer you will be removed from all waiting lists and referral will be closed. You will have to wait three (3) months before you can reapply for placement, unless your situation or condition significantly changes.

Everyone involved will have to work closely together in order for crisis placement to happen quickly and successfully!