Ontario
Health atHome

Short-Term Transitional Care Unit (TCU) Program



The Short-Term Transitional Care Unit (TCU) Program is a collaborative initiative co-developed with the clinical leadership of Ontario Health atHome and CareKW. Our shared objective is to provide patients with a supportive environment where they can receive the necessary care to facilitate their transition to an alternative living arrangement that aligns with their care needs. By ensuring that patients receive quality care in the most appropriate setting, we empower them and their families to make informed decisions about their future care needs. The program is designed to help patients find suitable accommodations in the community, thereby preventing hospital admissions and providing continuity of care in the most appropriate setting. The TCU program is an essential component of our commitment to delivering patient-centered care and improving health outcomes for the patients of Waterloo Wellington.

While participating in the program your primary care physician will continue to follow and provide medical oversight. We work with each patient to help them find a permanent home in the community, which may be a long-term care home, retirement home, alternate level of care setting, or in their own home with supports.

Program benefits

- Patients' needs will continue to be met in a safe setting, making them more comfortable as they plan for future care and living arrangements.
- Patients will receive enhanced support including:
  - A personal care plan developed and delivered by a Transitional Care Unit Nurse, with 24/7 availability of PSW and nursing support
  - An Ontario Health atHome care coordinator will develop a personalized care plan to meet the patient's needs, as well as help them understand their options for a permanent residence of their choice.
  - As required, high-quality health care services will be provided on site to keep the patient safe. These may include personal support, nursing, and therapies.

04-2025

Program locations:

CareKW Transitional Care Unit Highland Place Retirement Residence

20 Fieldgate St,
Kitchener, ON N2M 5K3
Phone: 226-640-3005
Email: Chargenurse.kit@carekw.ca

Types of Beds: General Care (non-secure)
Accommodation Types: Mix of semi- private and private rooms

CareKW Transitional Care Unit Stone Lodge Retirement Home

165 Cole Rd
Guelph, ON N1G 4N9
Phone: 226-640-3005
Email: Chargenurse.gue@carekw.ca

Types of bed: General Care (non-secure)
Accommodation Types: 4 private and 1 semi private

*Types of beds are determined on patients needs and needs of the TCU unit. During your stay your accommodation arrangements are subject to change.

Roles and responsibilities:

Ontario Health atHome Care Coordinator

- Active care coordination support for transition between settings
- Individualized care planning and service management
- Long-term care counseling and support with application and updates (for patients with that discharge destination)

Transitional Care Unit Provider

- Health care services, bathing and assistance with activities of daily living
- Medication management
- Light housekeeping, meals, utilities and semi-furnished room including: hospital bed, bedside table and lamp, chair for visitors, over bed table and closet (hangers not included)
- Provision of linens and towels, and laundry service for these items
- Virtual or in person recreational programming as isolation protocols permit
- Entertainment and activities including therapy

Patient/Family/Substitute Decision Maker (SDM)

- Transportation from hospital to TCU and from TCU to medical appointments
- Personal laundry collected weekly or paid service available
- Preparation for move from hospital/ community; personal items and hygiene/incontinence supplies
- Pharmacy costs for deductibles or co-pay amounts for any prescription or over-the-counter medication or treatment
- TV(cable) and land line connections are available in rooms. Service is free of charge but individuals must bring their own TV and land line phone
- Co-pay based on annual income of patient after 30 days

Packing List *Please bring the following items, as needed*

- ◯ Toothpaste, toothbrush
- ◯ Soap/body wash
- ◯ Body lotion/moisturizer
- ◯ Nail file/clippers
- ◯ Barrier cream (e.g., 3M Cavilon)
- ◯ Deodorant
- ◯ Shampoo
- ◯ Comb/brush
- ◯ Electric shaver
- ◯ Mouth rinse
- ◯ Mouth swabs
- ◯ Denture cup/cleanser/fixture agent
- ◯ Incontinence supplies
- ◯ Hangers for clothes closet
- ◯ Tissues (e.g., Kleenex)
- ◯ Briefs – liners, heavy/overnight
- ◯ Pants x7 – elastic waist
- ◯ Shirts x7
- ◯ Sweaters
- ◯ Pajamas/nightgowns – 5 to 7
- ◯ Socks/stockings
- ◯ Shoes/slippers
- ◯ Apron/clothing protector for meals
- ◯ Thickener for fluids (if required)
- ◯ K-Basin (if required)
- ◯ Photos and activities
- ◯ Favourite snacks
- ◯ Comfortable lounge chair for resident (if required)
- ◯ Television & Telephone

What Transitional Care Unit patients can expect:

- A staff member will welcome the patient to the TCU when they arrive.
- Patient/family will arrange transportation to the TCU. If transportation cannot be provided by a friend or family member community transportation services can be arranged at a cost.
- Within the first 48 hours, the patient will be assessed by nursing and therapy staff to ensure their unique care needs are met.
- While the patient is staying at CareKW's TCU, Ontario Health atHome will cover the cost of the first 30 days of their stay. On the 31st day, patients and/or their families will be invoiced a maximum amount of $63.73/day. This number is dependent on the patients' annual income which the family and/or patient will need to provide to CareKW at the time of admission. If the patients' annual income is not received, then the patient will be billed for the maximum rate of $63.73/day.

*Please note for respite stays the fees will start to accrue on the date a patient is admitted to the TCU.

- Visitor guidelines are updated routinely to reflect the Public Health and Ministry of Health guidelines to support the most recent standards and directives.
- Within the first few days, a meeting will be arranged with a care coordinator to review their care plan and assist with next transition planning. The patient may want to ask a family member or friend to be a part of this meeting.
- Patients and family members will be included in the development of the care plan and are invited to share their personal, cultural, and religious needs to support an inclusive and holistic approach to care.
- Nursing and personal support services available as needed 24/7.

Frequently Asked Questions (FAQs)

Q1: How long can I (my loved one) stay in the program?

A1: Our goal is to help you (or your loved one) find a permanent dwelling (e.g., personal home, long-term care home, retirement home) within 45 days. After 45 days, our approach will be to continue searching for long-term living arrangements or other care options via the least disruptive approach to the patient, which may include extending your/your loved one's stay in the in the TCU, with continued support through Ontario Health atHome and the service provider. You will need to sign an agreement confirming that you understand the goals and length of the program.

Q2: Will this cost me anything?

A2: Your accommodation in the TCU will be covered for the first 30 days of your stay. Following this time, all patients will be responsible for working with the TCU staff to setup a co- payment amount based on the patient's annual income (up to a maximum of $63.73/ day) starting on day 31 if transition to next destination has not yet been achieved. This covers accommodation and meal costs and is line with the co- payment charged in LTC and hospitals. Your TCU care coordinator and site program manager will also develop a care plan that includes health and social services to keep you/ your loved one safe in the community – those services are covered by OHIP. This may include nursing, personal support, physical therapy, occupational therapy, etc. There may be additional costs for things such as transportation, laundry services, equipment, hygiene products and phone services depending on the facility and patient needs. Please note: Co-pay for respite stays is set at $63.73/day starting on Day 1 of the patients' stay.

Q3: Why can't I (my loved one) stay in the hospital?

A3: Your (or your loved one's) care needs can more appropriately be met in the community while waiting for placement into a permanent care setting, enabling others with needs better met in the hospital to receive care in hospital. Your (or your loved one's) needs will continue to be met in a safe setting, making them more comfortable as they plan for future care and living arrangements.

Q4: Why should I have to choose more than one long-term care home option?

A4: If a long-term care home is the best care option for you (or your loved one), many homes in the Waterloo Wellington region, and others across Ontario, have wait lists because of the number of people who require the level of care provided in these homes. As the senior population continues to age, these wait lists will only increase. By choosing multiple potential long-term care homes, including a home with a short wait list, you are increasing the chance that you/your loved will find a permanent home sooner. Finding a long-term care setting sooner is especially important for people whose care needs continue to change or increase.

Q5: How will I (my loved one) get from the hospital to the transitional care location?

A5: If you (or your loved one) is able to ride in a car, a family member or friend can move you (or your loved one) from the hospital to the TCU. If you (your loved one) is unable to ride in a car or COVID-19 restrictions prevent this, please speak with your care coordinator about alternative transportation options.

Q6: What happens once I (or my loved one) gets to the TCU?

A6: You (or your loved one) will continue to receive quality care to meet your (their) health needs. This may include nursing or personal support worker services, depending on your assessed needs. Your (your loved one's) longer-term care planning starts right away, with the help of your TCU care coordinator. From day one, our goal is to find you (your loved one) a permanent home. You will also be introduced to the TCU staff and learn more about what you can expect day-to-day.