ATTENDANT OUTREACH SERVICES

POLICY GUIDELINES AND OPERATIONAL STANDARDS

Ministry of Health
Long-Term Care Division
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MCSS Area Office (VRS) Listing

Reference Documents

Planning, Funding and Accountability for Long-Term Care Community Services
- Policies and Procedures Manual (March 1995)

Long-Term Care Act - Regulations (under development)

Long-Term Care Supportive Housing Policy and Implementation Guidelines (December 1994)

Landlord and Tenant Act (Bill 120)

Self-Managed Attendant Services in Ontario: Direct Funding Pilot Project
- General Information Booklet (Sept. 1994)

For copies of these documents please contact your Long-Term Care Area Office (Listing of Long-Term Care Area Offices are in Appendix A)

POLICY GUIDELINES AND OPERATIONAL STANDARDS

These policy guidelines and operational standards will be amended to reflect legislation and the development of regulations pertaining to long-term care community-based services under the Long-Term Care Act. Until such time that legislation and/or regulations are finalized, this document should be considered as the approved Ministry directions for attendant outreach services.

These policy guidelines and operational standards replace the July 13, 1984 Ministry of Community and Social Services - Attendant Care Outreach Program Provisional Guidelines.

SECTION 1

INTRODUCTION

Some people with physical disabilities may require another person to assist them with the activities of daily living in order to live as independently as possible in the community. Attendant services can therefore be defined as physical assistance, by a trained attendant, with those activities of daily living which one cannot perform because of the limitations or impairments resulting from a permanent physical disability. Attendant services are limited to assistance with non-medical activities and are not a substitute for services available through other programs (e.g. nursing care, professional services, supervision, occupational or vocational rehabilitation services or child care services).

The intent of attendant services are to:

- assist people with physical disabilities to pursue a participatory life style and live independently;
- assist people with physical disabilities in maintaining paid employment and/or pursue adult education programs to obtain a degree/certificate/diploma;
- prevent the need for inappropriate admission to a chronic care or other facility;
- enable people with physical disabilities, where possible, to leave institutional facilities;
- assist/support family members in providing support.

Long-term care funded attendant services are offered through three distinct service delivery models: supportive housing; direct funding pilot project; and attendant outreach services. These three service models utilize different mechanisms for delivering attendant services and in some cases offer more intensive levels of services such as on-site service delivery and emergency response services.

Supportive housing services are personal support and homemaking services provided onsite in a specific designated location that allows for higher levels of services to be offered more frequently and if required, have personal support services available at any time during a 24 hour period.

The Direct Funding Pilot Project provides funding to people with physical disabilities to directly hire, manage, and be accountable for their own services.

Attendant outreach services provide personal support and homemaking services to people with physical disabilities in their own home on a pre-scheduled visitation basis only.

Both supportive housing and the Direct Funding Pilot Project have approved policy and operational guidelines that are available from your local Long-Term Care Office.

These policy guidelines and operational standards deal specifically with the provision of, and Ministry expectations for attendant outreach services.

I Purpose:

The following policy guidelines and operational standards have been developed to assist:

- agencies in providing attendant outreach services; and
- ministry staff involved in reviewing existing or approving new or expanded attendant outreach services; and
- consumers by providing information about attendant outreach services and the role of the individual, the attendant and the service provider agency.

This document is also intended to promote consistency and coordination of services between Attendant Outreach Services, the Direct Funding Pilot Project, and Long-Term Care Supportive Housing Services (previously known as Support Service Living Units or SSLU's) as well as providing information on the linkages between attendant outreach services and other services that may be required by people with physical disabilities.

This document will outline the philosophy of attendant outreach services, define the goals and policy objectives of attendant outreach services, identify operational standards that are expected from attendant outreach service agencies, attendants and consumers and provide guidelines to assist service providers and consumers in meeting the policy principles for this service.

Planning for new or additional attendant outreach services resources will not be addressed in these policy and operational guidelines. District Health Councils are responsible for identifying community needs and providing recommendations to the Minister of Health in the form of Annual and Multi-Year Plans for long-term care community services.

The Ministry's revised Planning, Funding and Accountability for Long-Term Care Community Services - Policies and Procedures Manual has been amended to reflect the changes in attendant outreach services as defined in this document. In subsequent fiscal years, attendant outreach service agencies delivering both personal support, homemaking and respite services will be expected to report the hours of personal support services provided as well as homemaking hours provided to clients. Other services offered by the agency will also be recorded separately as instructed by the local Long-Term Care Area Office. In all cases, agencies will be expected to provide a separate accounting of the hours of specific types of service provided to their clients. For detailed information and Ministry expectations about reporting services provided please refer to the Planning, Funding and Accountability for Long-Term Care Community Services Manual.

II Definition of the Attendant Outreach Services:

Based on the individual's service requirements personal support services and homemaking services are provided to a person with physical disabilities, under the individual's direction, by an attendant on a pre-scheduled visitation basis. Attendant outreach services can be provided in the individual's home, place of competitive employment, and/or place where consumers are pursuing adult education programs for the purpose of obtaining a degree/certificate/diploma.

Since this service only provides attendant services on a pre-scheduled visitation basis, it is recommended that people participating in this service have an emergency back-up plan (either independent of the agency or if available, a negotiated service of the agency).

III Goal of Policy Guidelines and Operational Standards

The goal of this document is to provide attendant outreach service agencies, consumers,

Ministry staff and other interested parties detailed information about attendant outreach services so that the quality. and types of services offered through attendant outreach will be implemented consistently across the province.

IV Objectives of Policy Guidelines and Operational Standards

The following subjects are addressed in this document:

- the policy principles for attendant outreach services;
- the differences between supportive housing services and attendant outreach services in order that people with physical disabilities may make informed choices about their service needs;
- the operational standards for attendant outreach services including;
  - the eligibility requirements for attendant outreach services;
  - the type of services to be offered through attendant outreach services;
  - the level of service available to people receiving attendant outreach services;
  - the relationship of attendant outreach services with other long-term care community-based services (e.g. Home Maintenance Programs, CCACs) and other community-based services often accessed by people with physical disabilities (e.g. Vocational Rehabilitation Service, Assistive Devices); and
  - access and assessment process for attendant outreach services.

V Background

Evolution of Attendant Services & Supportive Housing

Support services for people with physical disabilities were originally funded under the Ministry of Community and Social Services Act (R.S.O. 1970). In 1993, community programs for this client group were transferred to the Ministry of Health's Long-Term Care Division (previously a joint Division of the Ministry of Community and Social Services and the Ministry of Health). The evolution of support services for people with physical disabilities from the demonstration projects of 1976 to the present system of attendant service options available through the Long-Term Care Division will provide some insight into the expansion of services for people with physical disabilities.

In 1976, the Ministry of Community and Social Services funded four attendant services pilot projects for people with physical disabilities. These became models for the

development of Support Service Living Units, the first instances of supportive housing in that Ministry. Currently, there are more than 80 agencies providing supportive housing services for people with physical disabilities to more than 2000 consumers. Long-term care supportive housing services are defined as:

personal support and essential homemaking services in permanent community residential settings, for frail and/or cognitively impaired elderly persons, people with physical disabilities or acquired brain injuries and those living with HIV/AIDS, when their support service needs require the availability of 24-hour, on-site assistance.

In 1983, the Ministry of Community and Social Services initiated attendant outreach services that assisted people with physical disabilities to live independently in their own homes. This program was called Attendant Care Outreach. Since its inception in 1983, the Attendant Care Outreach program has expanded and has been transferred to the Long-Term Care Division. As of March 1995, attendant outreach agencies received more than $ 19.5 million annually to provide attendant services to approximately 2,140 people in their own homes.

In 1994, the Long-Term Care Division, in cooperation with the Centre for Independent Living of Toronto (CIL1), launched the Direct Funding Pilot Project. This pilot project will provide funding for attendant services for approximately 100 people with physical disabilities. Selected people with physical disabilities hire, train, pay and manage attendants directly. This pilot project will be tested and evaluated over a period of 24 months to determine the future of self-managed, direct-funded attendant services.

VI Planning, Funding and Accountability System for Long-Term Care Community Services

In 1994/95, the Ministry of Health introduced a funding system for long-term care community services. The concept underlying the community services funding process is to provide a single funding allocation to support a specified range of long-term care community services within each district across the province. This allocation should address the need for greater local flexibility in responding to a community's long-term care service needs while at the same time ensuring increased equity in funding services throughout the province.

The second step, which took effect in 1995/96, is to implement changes to the funding system which emphasize planning and funding of services, rather than programs. Under this approach, the Ministry provides funding for services which can then be coordinated into individual service packages designed to meet a variety of individual needs.The basic premise of this funding system is to allow a community's priorities to be reflected in how long-term care support service funding is allocated. District Health Councils are responsible for recommending to the Minister of Health on how long-term care community service funding should be allocated among long-term care community services (including attendant services) through the development of Annual and Multi-Year Plans. Based on the Annual and Multi-Year Plans for long-term care services, agencies will be funded by the Ministry of Health to adjust their services to meet the service outcome goals identified in the community plan.

SECTION 2

POLICY GUIDELINES

I Philosophy of Attendant Outreach Services

The primary focus of attendant outreach services are to provide an attendant at pre-determined times who acts as a physical extension of a person with a physical disability. The attendant follows the direction of the consumer and assists the consumer in carrying out the activities of daily living as defined by the consumer's plan of service.

Attendant services are intended specifically for people over the age of 16 with permanent physical disabilities who require assistance with the activities of daily living and have the ability to direct an attendant to carry out pre-determined tasks that they cannot physically do for themselves. The tasks and time required by the attendant will be defined in the plan of service for the individual.

Service agencies delivering attendant outreach services must be able to provide services that are appropriate to meet all the non-professional physical needs of the individual in a manner that allows the greatest extent of choice in the persons lifestyle. This would include flexibility in scheduling when services are provided, ensuring that the attendant can understand the consumer (Le. language), as well as providing a trained attendant capable of providing the services outlined in the individual's plan of service.

II Principles for Attendant Outreach Services

The following five principles will guide the implementation of attendant outreach services:

Flexibility of Services

Attendant outreach services must be flexible in that they are able to provide the required personal support and homemaking services in a manner conducive to consumer's lifestyle, work schedule and/or personal commitments. Depending on the plan of service for the individual, these may be primarily personal support services, while in other cases, a combination of personal support and homemaking services. The scheduling of when and where personal support and homemaking services are delivered must be open to changes in the consumer's life and have the flexibility to be altered. Changes to the

scheduling of attendants must also take into consideration such issues as the availability of staff, resources available to accommodate the consumer's requested changes, and consistency for other consumers receiving services from the agency.

Provision of both personal support and homemaking services by a single attendant from the same agency is encouraged and will allow for increased flexibility for the consumer, minimize duplication of services, and allow a level of trust to be developed between the attendant and the consumer. Although it is encouraged that the same individual (Le. attendant) provide both personal support and homemaking services to the consumer, other options (e.g. separate attendant and homemaker) may be negotiated between the consumer and service provider agency depending on specific circumstances and! or availability of trained staff.

Integration

Ideally, people with physical disabilities should be able to live anywhere in the broader community. As a principle, consumers should not be required to move from their residence or leave work or place of education in order to receive the attendant services they need. Integration will allow the consumer a greater range of housing and lifestyle choices. By being able to choose a housing form and location appropriate for their lifestyle, a consumer can continue to interact with friends, family and participate in cultural/social activities. Attendant outreach services must be delivered in the individual's home, and when required, the competitive workplace and/or place where the consumer is pursuing adult education (for the purposes of obtaining a degree/certificate/diploma).

Independence

Attendant outreach services should permit the consumer to maximize his/her independence. This will be achieved by scheduling attendant outreach services according to the consumers lifestyle, providing attendant services when required in the competitive workplace or place where the consumer is pursuing adult education courses, and carrying out activities according to the consumer's direction.

Consistency

Attendant outreach agencies will make every reasonable effort to provide predictable and consistent services to people with physical disabilities. This principle includes ensuring that services are av.ailable as scheduled and the staff providing attendant services remain as consistent as possible with the same people providing services wherever possible.

Having a consistency of staff providing personal support and homemaking services will allow a sense of trust to be developed between the consumer and the attendant. Consistency of staff will also allow the delivery of services to be carried out in a more efficient manner through the attendant becoming familiar with the consumer's lifestyle, regular routines and expectations.

Consumer's Support Network and Lifestyle Choices

Through attendant outreach services, the tasks carried out by the attendant should enable the consumer to be a full and active participant in existing and future relationships. Consumers should be able to negotiate with the attendant and service providing agency to carry out reasonable tasks that are not regular occurrences but are important to the consumer in maintaining their relationships. Attendants should not, however, be expected to carry out activities that are a reasonable responsibilities of the consumer's family, friends, or guests. For example, an attendant should not be asked to 'cater' a party hosted by the consumer or perform all household functions for all members of the household on a regular basis. By the same token, a consumer may request the attendant to carry out some tasks in preparation for a pre-planned special occasion. For example, the consumer may wish to entertain family or friends and requires some assistance in preparing food, or arranging the home for the visitors. These additional tasks must, however, be negotiated with the attendant and may not always be possible given time and resource constraints.

III Responsibilities

Consumer Responsibilities:

- to treat attendants with respect and dignity. For example, this includes not verbally and/or emotionally abusing agency staff and cooperating with reasonable agency requests (e.g. program surveys, evaluations); and

- to direct their own services by clearly instructing the attendant on how their personal support and homemaking services are to be provided (e.g. teaching the attendant about their expectations and daily routines). As with any teaching or directing activity, the consumer should, where appropriate, suggest improvements to their attendant on how services are provided as well as offering encouragement when a task is well done; and

- to notify the attendant outreach agency of changes in their living situation that may result in a modification to their plan of service. Examples of this include the

consumer getting married or entering into a living arrangement with an individual who may be able to provide some of the personal support and homemaking services currently provided through publicly funded attendant outreach services.

These situations may not necessarily result in a reduction of attendant outreach services but if the partner is willing to provide some of the homemaking and/or personal support this should be reflected in the individual's plan of service; and

- to notify the attendant outreach agency, in advance of a scheduled visit, if the consumer is unable to be in the pre-arranged location for the scheduled attendant services. A reasonable time for notification should be negotiated with the service agency and should take into consideration such issues as travel time; and

- to notify the attendant outreach agency if insurance payments or benefits for personal support services as a result of a settlement (e.g. past and future care costs) for a physical injury have been or will be received. These funds must be used to offset the costs of providing attendant services as defined in the LongTerm Care Act, 1994 and the Insurance Act.

Attendant Responsibilities

In addition to meeting the service agency's employment and service delivery standards, the attendant should:

- provide appropriate services as outlined in the consumer's plan of service according to the scheduled time frame; and

- be willing and able to take directions from the consumer and make every effort to work with the consumer to provide efficient and appropriate services (e.g. learning the consumer's regular routines); and

- treat the consumer with respect and dignity. For example, this includes not verbally and/or emotionally abusing the consumer and cooperating with reasonable consumer requests; and

- be open, responsive and understanding of consumer's suggestions on how services could be improved and, if requested, relate these suggestions to the service agency on the consumer's behalf.

Service Provider Agency Responsibilities

- to determine eligibility of applicants for attendant outreach services; and

- to undertake an assessment of individual's applying for attendant outreach services and develop a plan of service in consultation with the individual; and

- to provide a qualified and appropriate attendant (Le. trained to perform services required by consumer, and is able to communicate with the consumer) as well as ensuring that the services are available at the scheduled time and location. If the designated attendant is not available, the agency is responsible for ensuring that an appropriate alternate attendant is available to assist the consumer as well as for notifying the consumer of this change in attendants. (In cases where weather or other circumstances do not permit an attendant to reach the consumer, the consumer should be advised and other contingency plans implemented); and

- to ensure that processes are developed and implemented for monitoring (where appropriate), evaluating and improving the quality of services based on consumer/family input; and

- to establish an internal process for reviewing complaints/appeals made to the service provider agency ~y consumers. It is anticipated that this internal process would resolve most, if not all, of the consumer issues and avoiding form3.1 appeals; and

- to provide advice and/or assistance, if requested, to the consumer on accessing other community support services that may be required (e.g. accessing the Community Care Access Centre professional services); and

- to make every effort to manage the services (e.g. scheduling attendants) in a manner that allows the consumer and attendant(s) to work together effectively.

SECTION 3

OPERATIONAL STANDARDS FOR ATTENDANT OUTREACH SERVICES

I Attendant Outreach Services Eligibility Criteria

In order to be eligible for attendant outreach services, people with physical disabilities must:

i. be insured under the Health Insurance Act of Ontario; and

This criterion means that the individual is eligible for or possesses a valid Health Insurance card.

ii. be 16 years of age or older; and

The age of eligibility for long-term care services was set through the Long-Term Care Statute Law Amendment Act, 1993 and must be used by all agencies in determining eligibility for long-term care services.

iii. have a permanent physical disability and require physical assistance with activities of daily living in order to accomplish such tasks safely and within a reasonable time; and

iv. be able to direct their own personal support and homemaking services; and

The individual must be able to direct the attendant to perform the physical tasks that the consumer is unable to do for him/her self. This does not mean that previous experience in directing their own care is necessary. What is intended by this criteria is that the individual understands their support service requirements, understands what procedures are necessary in meeting their service needs, and is able to provide instructions to an attendant on how to carry out these activities and/or procedures. A family member or designated person (by consumer) may provide interpretation of the consumer's instructions but cannot direct the attendant on the behalf of the consumer (please refer to ineligibility section below for available services for people with physical disabilities who cannot direct their own care) .

The determination of the ability of an individual to direct his/her own care for attendant outreach services is the responsibility of the service agency carrying out the assessment. The assessment of the individual's capacity to direct their own care must be conducted with the consumers full participation and the consumer has the right to bring any other individual into this process that may assist the agency in completing an accurate and fair assessment of the consumer's ability to direct their own care (e.g. family member, physician, social worker etc..).

v. be able to have any medicaJ/professionaI needs met by the existing community health network (e.g. Community Care Access Centres) on a visitation basis; and

Any medical/professional services required by the consumer must be accessed and arranged for by the consumer.

vi. be able to have their attendant services provided in their own home and, where required, in their competitive workplace or place where they are pursuing adult education courses to obtain a degree/certificate/diploma; and

This criterion means that attendant outreach services can physically be delivered to the consumer's home, and if required, the competitive workplace, and/or place of education. The provision of personal support services in the workplace is not meant to replace an employer's responsibility to accommodate the needs of employees with physical disabilities.

vii. not be able to have their needs met through other existing programs or services.

The individual requesting attendant outreach services must have personal support and, if required, homemaking service needs that would require the ongoing and regular assistance of an attendant. For example, a person with a physical disability who requires some homemaking services but does not require an attendant to assist with personal support needs should be served through other long-term care community services.

II Ineligibility Situations

Applicants are ineligible for Long- Tenn Care funded attendant outreach services if anyone or more of the following situations apply:

(i) The consumer is receiving funding for personal support and homemaking' services at a level that meets the individual's assessed plan of service; or

If the consumers is receiving WCP or other personal support allowances, benefits, funding or services that are not sufficient to meet the individual's assessed personal support service needs, individuals may apply for Long-Term Care funded attendant outreach services up to the maximum total hours of personal support and homemaking services available through the long-term care community services system. Where a consumer is receiving VRS funding or services that are only sufficient to meet the individual's personal support service needs while participating in a vocational rehabilitation services program, Long-Term Care funded attendant outreach services can be provided up to the maximum total hours of service per month available through the long-term care community services system.

(Note: VRS, WCP or other sources of funding may be used to purchase personal support and/or homemaking services from a long-term care agency, including attendant outreach service agencies);

(ii) The individual only requires assistance with homemaking activities; or

(iii) Attendant services are required on a short-term basis or form part of a rehabilitation program designed to assist an individual in recovering from an illness and/or accident; or

(iv) The person currently lives in accommodation and receives on-site supportive housing services that include personal support services and homemaking; or

(v) The individual is not capable of directing his/her own personal support and homemaking services; or

Some attendant outreach agencies are funded to provide transitional independent living services that teach people with physical disabilities to understand their support service needs, understand what procedures they require, and learn how to

direct an attendant to meet their service needs. Upon acquiring the skills taught through one of these services, an individual may apply to receive attendant outreach services. For example, an individual who has resided in an institutional setting for most of his/her life may not have acquired the skills to live independently and direct their own care to the extent required in the attendant outreach services. Although the availability of life-skills services through attendant outreach agencies are limited, cases where this type of service is required for specific applicants should be discussed with the local Long-Term Care Office and other options developed.

In cases where the individual is unable to learn how to direct their own care, other services (than attendant outreach services) should be arranged. In this situation the individual should contact the Access Centre (or in the imterim, Home Care) for more information on available services.

(vi) The individual ceases to meet any of the eligibility requirements of the attendant outreach services as outlined above; or

Individuals who cease to meet the eligibility requirements for Attendant Outreach Services must not have their services terminated without other service options being arranged. Consumers who are currently served by an attendant outreach service agency who cannot direct their own care will not have their services terminated and should be ' grandfathered'. However, future applicants who cannot direct their own care should be considered ineligible and informed of other services available (e.g. nursing services, Personal Support Service Worker, other service systems provided by other Ministries);

(vii) The person is currently receiving insurance payments or benefits for personal support and homemaking services as a result of a physical disability at a level sufficient for their assessed service requirements.

In these cases, consumers will be expected to pay the cost of the services from the settlement(s) and/or statutory benefits for attendant outreach services. For tort related settlements, the cost recovery process will be facilitated by the Ministry of Health's Subrogation Unit.

III Service Provider Agency Acceptance Criteria

In addition to the eligibility criteria, the following considerations may be used by the service provider agency in determining if the individual requesting service can be appropriately served by the agency:

- the service provider agency staff can be appropriately trained to understand and communicate with the individual. Attendants must be able to understand the consumer's specific instructions on a regular basis. In cases where a means of communication cannot be established between the consumer and the service provider after several attempts have been made, the service provider may determine that the individual's service needs are not able to be met by their particular services; and

- the service provider agency has appropriate resources within their current budget or approved future budget to provide the level (or hours) of service defined by the individual's plan of service. Additional resources for the agency to accommodate individual's identified as requiring priority service may not be available or are premised upon District Health Council plans. Individuals should be referred to the Access Centre on an interim basis until additional attendant outreach services resources can be obtained.

IV Establishing Priorities

Service providing agencies are expected to develop their own system for setting priorities based on the community's requirements and any specific circumstances as may be defined by regulations. As a general guide to the development of waiting list management, individuals applying for attendant outreach services should be assessed and their particular circumstances should be considered in determining where they are placed on the waiting list. Some factors that should be considered include:

The imminence of institutional or facility placement if the individual does not have personal support and homemaking services. For example, the individual's caregivers are no longer able to provide appropriate levels of personal support. .

The individual is in, attempting to leave, or has left an abusive situation.

The individual is being discharged from or has requested to leave an institutional setting.

V Service Termination Criteria

In some cases, attendant outreach agencies may be required to stop. providing services to an individual due to the individual withdrawing consent, or the ineligibility of the individual for attendant outreach services or extreme circumstances related to employee health and safety. In all cases where attendant outreach services will be terminated, the service providing agency, the consumer (and if requested their family/support network) must work together to locate other service options for the consumer's service requirements.

The following grounds are possible reasons for the attendant outreach agency to stop providing services to an individual (this section may be amended to reflect regulations on this issue developed under the Long-Term Care Act):

(i) The person withdraws consent to be served by the attendant outreach agency; or

(ii) The individual receiving attendant outreach services is found not to be an insured person under the Health Insurance Act; or

(iii) The person is no longer eligible for attendant outreach services; or

(iv) The attendant outreach agency and/or attendant determine that there is a risk of serious bodily harm to staff in continuing to provide services to the individual.

If this is the rationale for termination, specific instances as well as agency efforts to resolve the situation(s) with the consumer must be documented and recorded prior to pursuing termination of services. All cases proposing service termination related to risk of serious physical harm to staff must be reported to the local Long-Term Care Office immediately. .

People with physical disabilities, whose conditions have changed to a point where they require more than the maximum level of services offered through attendant outreach services or are no longer able to direct their own services, may not have their personal support or homemaking services terminated for this reason alone. In these cases, the attendant outreach service agency, the consumer, and the consumer's support network (e.g. physician, family) are expected to work together to develop alternative service possibilities, such as supportive housing or facility placement, or Access Centre services.

In these cases, the individual, together with the service provider agency, and other appropriate parties (e.g. family, physician) should examine the individual's service requirements and determine if the 24-hour on-site assistance as offered in supportive housing is required. In most of these cases, people who have been eligible for attendant outreach services will be eligible for supportive housing services. Important differences to note between supportive housing services and attendant outreach services include clustered living arrangements, on-site staffing and emergency response capabilities. Supportive housing policy directs agencies to serve people who require the higher levels of on-site services offered in supportive housing 'than attendant services delivered on a visitation basis through the attendant outreach services.

VI Services Provided by Attendant Outreach Service Agencies

Attendant outreach service agencies offer pre-scheduled visitation, personal support and homemaking services that are essential .to support the activities of daily living (refer to Glossary) for people with physical disabilities. These services are non-professional services (as defined in the Long-Term Care Act, 1994) and may be provided by the attendant as long as they comply with the Regulated Health Professions Act and its regulations and qualifications of the attendant. Individuals deemed eligible for attendant outreach services will be provided with the services listed below by the attendant outreach service agency, resources permitting, in accordance with their plan of service. The broad categories of services available are:

. .

- Personal grooming and hygiene;
- Bathing and washing;
- Assistance with rising and retiring (e.g. dressing/undressing);
- Assistance with breathing (e.g. tracheostomy, respirator);
- Toileting (e.g. emptying/changing leg bag, catheterization, bowel routines); Assistance with eating;
- Essential communication (e.g. bliss boards, augmentative communication); Positioning and transferring;
- Assistance with exercises as defined in the individual's plan of service; .
- Meal preparation which is defmed as the activity of preparing meals and not the provision of prepared meals available through other community programs such as Meals On Wheels;
- Housekeeping which includes such activities as washing dishes, dusting,

vacuuming, clothes washing/drying, ironing, basic floor cleaning, and other activities available through homemaking programs offered by other LTC community agencies. Homemaking does not include heavy cleaning, exterior house cleaning, lawn maintenance or other activities offered through a Home Maintenance and Repair service (see Linkages Section below for accessing these services);

- Shopping, banking, paying bills;
- Physical assistance with the care of chi1dren as instructed by the consumer. **This is not child care in the absence of the consumer;** and
- Assisting the person with other homemaking activities as requested by the consumer as long as the activities are reasonable and can be carried out within the pre-schedule time frame (hours allotted to the consumer).

Attendant outreach services do not offer professional services such as physiotherapy, occupational therapy, nursing care, or physician services (see Linkages Section below for accessing professional services).

Temporary increases in services (respite) for caregivers will be available through the attendant outreach agency. In most cases, these services will only result in a temporary increase in the amount of personal support an individual receives from an attendant. It is common that an attendant outreach agency has some flexibility in providing this temporary increase in service hours to their clients. However, it is expected that the consumer provide sufficient notification of the need for such services where possible. If the agency does not have available resources, the Long-Term Care Area Office may be able to assist on a case-by-case basis. If the ability of the attendant outreach agency to meet the demands for additional temporary services is very limited, the agency, with the Area Office, should explore other funding avenues for securing on-going funding of respite services for their clients (e.g. base funding increase for" respite' services, contract with CCAC for respite services). Consumers requiring additional services must be prepared to have their request priorized by the agency. For example, a consumer whose caregiver has to travel for a work-related task would likely receive priority increased services over a consumer who needs assistance while their caregiver goes on vacation.

Consumers are expected to have their own back-up system in place to assist them with problems outside of the pre-scheduled attendant visits. Back-up systems are not a funded service through the Attendant Outreach Program. However, some consumers may wish to purchase a supplementary (Le. in addition to their own contingency plans) on-call attendant service from an agency for added safety and security. (Note: access to or participation in this type of services cannot be considered a mandatory requirement for

eligibility and will not be calculated as part of the individual plan of service or discounted from their available hours of service). Attendant outreach agencies may offer an attendant on-call service to consumers on a cost-recovery basis
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VII Levels of Service Provided Under the Attendant Outreach Services Program

Existing Attendant Care Outreach Services Maximums

Under the existing attendant care outreach services, service agencies can only provide up to 90 hours of direct services per month (in exceptional circumstances, the Area Office may approve up to 120 hours of direct services per month). This maximum includes any combination of personal support and homemaking services offered by attendant outreach agencies. If consumers require additional personal support, homemaking, or professional services above the 120 hours per month level they are required to apply to another service agency (in most cases Home Care).

Service Maximum Approach for Attendant Outreach Services

The long-term care community services system is currently considering a policy of service maximums. The policy on long-term care service maximums has not yet been finalized.

People with physical disabilities who require more than the maximum amount of direct service per month on an ongoing basis should consider other long-term care alternatives such as supportive housing or facility placement.

Transition Period (Funding)

Many attendant outreach agencies will not have the resources necessary to provide both the personal support and homemaking services required by their clients. District Health Council Annual and Multi-Year Plan recommendations may result in additional resources being directed to attendant outreach service expansion or increasing the levels of services provided.

Consumers may contact either the local Access Centre or Long-Term Care Office for current information. Agencies will be notified when final decisions and legislative requirements have been developed regarding service maximums.

It is also reasonable to expect that over time, a transfer of resources for homemaking services delivered by the Home Care agency (or Access Centre) to the attendant outreach agency's clients may occur to improve the cost-effectiveness of service delivery. In some cases, the local Long-Term Care Office or the District Health Council may determine that the transfer of resources to attendant outreach service agencies is the most cost-effective and suitable means of meeting these policy guidelines and operational standards. Any decisions to transfer resources and/or develop more efficient means of service delivery to consumers must be negotiated with the agencies involved and approved by the local LongTerm Care Office. Consumers are encouraged to provide any suggestions they may have on ways to improve the efficiency of service delivery through the agency.

VIII Linkages with Other Long-Term Care Agencies

Professional Visitation Services

Attendant outreach service agencies do not directly provide professional services to clients but are expected to provide the consumer with information on how to access these services if requested. Professional services are provided based on an assessment of the individual's needs by the Access Centre and delivered on a visitation basis only.

Professional services are available from the Access Centres and can only be accessed directly by the individual requesting services. Attendant outreach agencies will not coordinate professional services from the Access Centre for the consumer. Access Centres will have appropriate physical access and staff to accommodate the needs of people with physical disabilities. It should be understood that the individual requesting service from the Access Centre will be expected, in most cases, to undergo an assessment of their service needs according to the process followed by the Access Centre.

Attendant outreach service agencies are expected to provide the Access Centres with information on the services they offer, the geographic boundaries, and other information requested in order to facilitate appropriate referrals.

Other Long-Term Care Community-Based Services

In addition to attendant outreach services and professional services available through the Access Centres, there are a number of long-term care community-based non-professional services offered through other service provider agencies. Examples include home maintenance services, meaIs-on-wheels, transportation services, and social or recreational services. Consumers who are eligible and wish to access these types of long-term care community-based services should access these services directly through the agency offering these services. For information on how to contact these agencies, consumers should contact the Access Centre. The Access Centre does not provide these services directly but will be able to provide the consumer with the appropriate information on the services available in their area as well as information on how to contact these agencies.

The attendant outreach service agency is encouraged to maintain information on the other types of services available in the community and provide this information to the consumer if requested. Access to other long-term care community-based services will not be coordinated through the attendant outreach agency.

Vocational Rehabilitation Services

The purpose of the Vocational Rehabilitation Services is to prepare a person with a disability for employment. The goal of the services is to assist the individual in understanding their capabilities and provide occupational training that will result in the individual being able to seek substantially gainful employment at his/her optimum capacity.

The services operates on the basis that the individual with a disability sets their own employment goals and the Vocational Rehabilitation Service provides counselling and appropriate services.

For more detailed information about eligibility, access and the available services from Vocational Rehabilitation Services please call the appropriate Ministry of Community and Social Services Area Office (addresses and telephone numbers contained in Appendix B).

Assistive Devices Program

The Assistive Devices Program offered through the Ministry of Health provides funding assistance to people who require specific equipment and/or supplies on a long-term (i.e.

longer than 6 months) daily basis to reside in the community. The Assistive Devices Program (ADP) maintains a listing of equipment. and supplies eligible for funding assistance and is update and/or reviewed on a regular basis (for detailed information on eligible equipment please contact the Assistive Devices Program at the number listed below). As a high-level overview of the process for accessing the Assistive Devices Program, the following steps will be followed:

(i) The consumer contacts the Assistive Devices Program or other individuals knowledgeable about the program (physician, Home Care case manager) and briefly explains their situation;

The Assistive Devices Program is separate from the Long-Term Care system and must be contacted directly be the individual, a designated representative, or assisted by the Home Care case manager. The contact number for the Assistive Devices Program is (416)327-8804 or 1-800-268-6021 or can be found in the local Blue pages of the telephone directory.

(ii) Representatives of the Assistive Devices Program refer the individual to an approved assessor in the individual's community;

(iii) The individual should then contact the assessor and arrange for a assessment of their equipment/supplies requirement (Note: There is a charge for this assessment);

(iv) The results of the assessment and any recommendations for eligible equipment and/or supplies funding assistance will be provided to the individual and the Assistive Devices Program for review.

Individuals interested in additional information on special circumstances, avenues of appeal of assessment, or other information should contact the Assistive Devices Program.

IX Access to the Attendant Outreach Service

Description of Access Processes

People with physical disabilities who wish to access attendant outreach services should contact their Access Centre or other knowledgable community organization (e.g. Independent Living Centres or local Long-Term Care Office) for information on attendant outreach service agencies in their area. People with physical disabilities are expected to directly contact and apply to the attendant outreach service agency.

Each attendant outreach service agency is expected to have available an information package identifying what services they offer as well as a detailed description of their assessment process, what information is required from the applicant, and what appeal process is available to the applicant. This information package should also be provided to the Access Centre so that people with physical disabilities can make informed choices about which agency they wish to contact when inquiring about attendant outreach services at the Access Centre.

Assessment Requirements/Plan of Service Development

The criteria and process for assessing the individual's service requirements and developing a plan of service for the individual will be detennined in the context of Ministry requirements for approved agencies as dermed in the Long-Term Care Act, 1994.

When a person applies to an attendant outreach service agency for attendant outreach services the agency, within a reasonable time frame, must;

- determine the person I s eligibility for attendant outreach services; and
- assess the person I s requirements; and
- for each person who is deemed eligible for attendant outreach services, develop a plan of service that defmes the amount of each service to be provided to the person; and
- provide information on the individual's status on the agency's waiting list; and
- provide information on the process for appeal available to the applicant.

It is expected that an individual applying for attendant outreach services will not be required to experience more than one in-depth initial assessment of their need for personal support and homemaking services. Some agencies may however, re-examine the assessment and slightly alter the amount of services defined in the plan of service depending on the specific circumstances.

At a minimum, the following categories should be reviewed and discussed with the individual requesting attendant outreach services. These categories will provide a full

picture of the types of assistance an individual may require as well as assist the service agency conducting the assessment to determine the amount of services that should be provided given the individual's support network and desired level of independence and risk.

Areas of Need

Personal Support Needs

- Eating and Drinking
- Hygiene (bathing, toileting)
- Dressing
- Positioning (e.g. chair, bed, etc..)
- Transferring
- Routine stretching/mobility
- Regular exercises (If a professional therapist has recommended the exercises and has instructed the consumer in how to perform the exercises. Rehabilitiation exercises are not included in this categorey).

Homemaking Needs

- Cleaning, laundering
- Cooking Shopping/Banking/Required Visits
- Shopping/Banking/Required Visits

Eligible Locations for Attendant Services

- In the persons home
- Personal support services in the competitive workplace
- Personal support services in the place where they are pursuing adult education courses to obtain a degree/certificate/diploma.

Mobility Needs

- At home
- In the community

Emergency Situation Planning

- Consumer contingency plans

It is strongly suggested that agencies and their clients review the plan of service on a regular basis. The definition of a regular basis will vary according to the type of disability the consumer has, the mutually agreed to interval for the review of the plan of service (i.e. between the consumer and the agency), and the resources of the agency.

Glossary of Terms

Activities of Daily Living: Those activities required to complete essential personal and housekeeping asks of independent living. These include washing/ bathing, mouth care, hair care, dressing, eating, toileting, menstrual care, routine hand/foot care, rising/retiring, cleaning, cooking, laundering etc.

Appeal: A formal process establish for the challenging of a previous decision. The process usually has a set of grounds for commencement of a challenge to a decision and occurs to a higher authority than had made the previous decision.

Assessment: The process for evaluating the service needs of an individual.

Attendant: An individual under employment by an agency or consumer (Direct Funding Pilot) who provides personal support services and homemaking based on the instruction of an individual with physical disabilities.

Competitive Workplace: Paid employment not related to or financially assisted by a government rehabilitation program or service.

Essential services: Those services a person requires to remain as independent as possible in the community in a residential setting. These include those services listed in the Long-Term Care Act as personal support and homemaking services designed to meet the specific needs of individual consumers. Services that go beyond the day-to-day needs of people, which could be characterized as .. convenient but not necessary, I are not included and could be chargeable if requested.

Flexible services: Type and amount of services that can adapt to a person I s changing needs over time. Services should adapt to meet the needs of the individual rather than requiring the individual to fit within the structure of a program.

Homemaking Services: These services include the following activities:

- Meal preparation which is defined as the activity of preparing meals and not the provision of prepared meals available through other community services such as Meals On Wheels;
- Housekeeping which includes such activities as washing dishes, dusting, vacuuming, clothes washing/drying, ironing, basic floor cleaning, and other activities available through homemaker services offered by other LTC community agencies (e.g. Integrated Homemakers Services);
- shopping, banking/paying bills;
- Physical assistance with the care of children as instructed by the consumer. This is not to be considered child care in the absence of the parent/consumer.

Non-profit housing: Housing developed and managed by non-profit housing corporations with public funding assistance. Nearly 110,000 such units have been built since 1973 with funding from the Ontario Ministry of Housing, of which about 44,000 are geared-to-income. New non-profit agencies are generally municipal corporations or community-based groups (e.g. church groups, support service agencies).

Permanent accommodation: A residence where the occupant, subject to abiding by the conditions of occupancy outlined in the Landlord and Tenant Act, chooses when to move and no time limit is placed on the length of occupancy.

Personal support services: The non-professional services a person regularly must have to remain in the community. They include the services listed below that the individual has been assessed as requiring. Personal support services include, but are not limited to:

- Personal grooming and hygiene;
- Bathing and washing;
- Assistance with rising and retiring;
- Assistance with breathing (e.g. tracheostomy, respirator);
- Toileting activities (e.g. emptying/changing leg bag, catheterization, bowel routines);
- Assistance with eating;
- Essential communication (e.g. bliss boards, augmentative communication); Positioning and transferring;

- Assistance with exercises,(as defmed in the individual's plan of service).

Respite Services: This service is available to eligible individuals who require additional personal support and homemaking services as a result of their caregiver being temporarily unavailable to provide the assistance the consumer requires. The caregiver could be a spouse, family member, partner, friend or other individual who regularly provides assistance to the individual with the activities of daily living.

Social Housing: All forms of government-subsidized housing, including public housing, rent supplement, non-profit, and cooperative housing.

Tenancy status: People with special needs must have security of tenure under the Landlord and Tenant Act. Support services or need of services is not a ground for eviction.