

Understanding Modules

Core Area 4		Demonstrating understanding and adherence to program delivery		
Module 4.2		Seniors Supportive Housing		
Group 4.2.1		Program Administration Requirements are Fulfilled in Accordance with the Agreement		
Element	Description	Unaware - Developing	Aware - Developing	Meets
4.2.1.a	ILBC providers are registered with the Office of the Assisted Living Registrar and have an applicable agreement with the local health authority, unless not required.	Not registered, agreement with health authority expired and no action taken.	Assisted Living Registrar registration or ILBC agreement lapsed but can be rectified.	Reporting to Office of the Assisted Living Registrar is up to date. A valid ILBC agreement (which includes resident selection) is in place with health authority, and all required inspections are up to date and issues resolved. ILBC units are managed in accordance with requirements of the Office of the ALR, including maintenance of necessary certification.
Group 4.2.2		Seniors Supportive Services are Delivered in Accordance with the Agreement		
Element	Description	Unaware - Developing	Aware - Developing	Meets
4.2.2.a	Hospitality Services are provided in accordance with the agreement.	Provider is unaware of agreement requirements for hospitality services. Services provided are haphazard and do not meet requirements or guidelines.	The Provider is aware of the service requirements in the agreement but is having difficulty meeting them due to cost overruns, lack of trained/certified staff, lack of space, or lack of resources in the community.	Food Service: Provision of meals, snacks and fluids per/day per agreement. Food handling, preparation, storage and serving practices meet provincial requirements, including staff Food Safe certification. Where meals are prepared and served on site the required license is posted and there are no outstanding violations. Rotating menus follow Canada Food Guide with effort to address variety of cultural and dietary needs. Housekeeping Services: Weekly housekeeping services provide a safe, comfortable environment for residents, staff, and all guest/visitors, and are provided in accordance with the standards described in the applicable operating agreement. Staff follow effective cleaning, hygiene and infection-control procedures, Proper labelling, and storage of all supplies. Linen service: Weekly linen services include changing and laundering of towels and bed linens to provide clean, fresh dry linens for residents. Reasonable efforts are made to address unique resident needs,

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				<p>such as allergies or more frequent service. Dirty linens stored away from food areas.</p> <p>Social and recreational opportunities: A range of in-house activities (considering resident input) are regularly available to promote social interaction among residents, stimulate cognitive abilities, promote physical fitness and mental awareness.</p> <p>Resident attendance at community based activities (e.g., community centers) is also encouraged. Social and recreational opportunities are made available to all residents in the development (regardless of involvement in SSH).</p> <p>Security service: Residents have access to a monitored emergency service 24 hours per day (e.g., call buttons or other 24-hour call/monitoring service). The provider has an Emergency Preparedness Plan in place to deal with all types of emergencies. Appropriate staff have training in use of in-house safety, alarm, security, and monitoring equipment. Building security in place to protect residents from intruders while maintaining ease of access for residents (ILBC). Where hospitality services are provided to residents not living in designated SSH units in a building, the provider has the required policies and procedures in place.</p>
Group 4.2.3	The Provider Demonstrates Understanding of the Seniors Supportive Housing Program Approach and Specific Requirements of the Agreement			
Element	Description	Unaware - Developing	Aware - Developing	Meets
4.2.3.a	An atmosphere of dignity, compassion and respect is maintained.	The provider does not consider the individual needs of residents. Services are provided in a haphazard manner often with little or no communication. Resident privacy is not respected.	The provider is unable to address individual needs and service is slow and unpredictable, primarily because of lack of resources and adequate staffing.	Individual needs regarding hospitality services are addressed where possible (health and hygienic needs, allergies, religious, ethnic and culture customs). Residents are served promptly and courteously with clear and informative communication. Hospitality services are provided in a timely and consistent manner. Each resident is provided with

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				access to information concerning that resident. The privacy of residents is protected. The facility is well managed.
4.2.3.b	Residents are able to age in place and maintain their independence for as long as possible, with processes to address changing resident needs.	Resident moves are unpredictable. The provider does not consider the residents needs and situation when determining when residents must move out. There is no communication with family or key health care partners. There are no clear exit criteria or established relocation strategy.	The provider would like to support residents to maintain independence as long as possible but key staff, resources and community partnerships are not in place.	The provider demonstrates flexibility and responsiveness to the needs of residents. Services provided are resident centred. This includes maintaining community partnerships that support seniors' ability to live independently longer. Communication between the Health Authority and the provider is documented, to support residents requiring supports and/or personal care receive what they need to remain independent. The provider is aware of changing resident needs and a referral process is in place. When the provider can no longer support the client appropriate actions are taken. The provider has established exit criteria and an accompanying process to ensure a safe and effective relocation strategy.