

# Waiting for Crisis Long-Term Care Placement in the Community

## A guide for patients and families/caregivers

Getting ready to move into a long-term care home can be a challenging time. Knowing this, we are committed to making the process as easy as possible for you and your family/caregivers.

Based on your most recent assessment, your care coordinator has determined that you **will be prioritized as category 1 (crisis) on the waiting list for all long-term care homes** that you select. This category is for people who need immediate admission to long-term care and cannot have their needs met at home.



### Applying for long-term care

Your care coordinator will work with you to review available long-term care beds and homes with short waitlists, and will let you or your substitute decision-maker know about other choices.

To get you into a long-term care home as quickly and safely as possible, **we encourage you to select as many homes as possible on the choice sheet.** Wait times vary for each home depending on how many people are on the waitlist for that particular home, the number of beds that become available, the type of accommodation chosen and your specific care needs.

Your care coordinator is:

\_\_\_\_\_  
Phone number:

\_\_\_\_\_

### For more information contact:

1-833-515-1234 | [ontariohealthathome.ca](http://ontariohealthathome.ca)



### Waiting for a long-term care bed

We know that waiting can be stressful for you and your caregivers. During this time, your care coordinator will continue to work with you to support your care needs until a long-term care bed becomes available. Your care coordinator can provide more information on the estimated wait times for the homes you have selected or may be considering.

We strongly encourage you or your substitute decision-maker to **visit the long-term care homes you are considering** to learn about the home and make sure you are selecting places that best meet your individual, cultural or ethnic care needs. For more information, photos or virtual tours, visit [thehealthline.ca](http://thehealthline.ca) or [ontario.ca/page/long-term-care-ontario](http://ontario.ca/page/long-term-care-ontario) to search for long-term care homes by postal code.



### Bed Offer

Your placement coordinator will contact you when an appropriate bed becomes available in one of your chosen homes. **You must make the decision to accept or refuse the bed within 24 hours** of receiving the bed offer, per the legislation.

If you **ACCEPT the bed offer:**

- You must move in within five (5) days.
- If the home you accept is not your first choice home, you may choose to remain on the waitlist for your other selections. Please note: you will be placed into a different category (no longer crisis) while you wait for these homes.

If you **REFUSE a bed offer:**

- Your file will be closed and you will be removed from the waiting list for all your chosen homes.
- You will not be able to reapply for 12 weeks.