

Long Term Care in Quebec 2010

Residential Facilities

Nursing Homes

How Nursing Homes are organized and administered

Nursing homes or *centres d'hébergement et de soins de longue durée (CHSLD)*, as they are called in Quebec, are residential facilities that provide 24-hour professional nursing care and supervision in a protective, supportive environment for people who have complex care needs and can no longer be cared for in their own homes.

Admissions to subsidized nursing homes or beds (subsidized beds within a private nursing home) are managed by Local Community Service Centres called *Centres locaux de service communautaire (CLSC)* in Quebec. If a client currently living at home wants to apply for admission into a CHSLD, he/she must contact their local CLSC. Alternatively a relative or friend of the client can make the request for admission on his/her behalf. In the case of a client who is hospitalized, the hospital will undertake the request of admission into a CHSLD on the client's behalf. In both cases, a social worker or nurse from the CLSC will conduct an assessment of the client's physical & mental capacities. A medical evaluation is also undertaken by the client's doctor.

Eligibility/Requirements for Admission

To be eligible for admission into a CHSLD, an individual must:

- be aged 18 years and older
- be a resident of Quebec
- be a Canadian citizen or have permanent resident status
- have diminished autonomy due to aging or because of physical or mental handicap(s)

Income/Asset Test

An income/asset test is not a standard element of the assessment conducted by the CLSC. However, if a client cannot afford the costs of a nursing home, he/she must duly fill out the *Demande d'exonération ou de réévaluation* (Request for exoneration or re-evaluation) form that can be obtained from the CHSLD where the client is residing and send it to the *Régie de l'assurance maladie du Québec* (Health Insurance Board of Quebec) or the RAMQ. The RAMQ then analyzes the request taking into account the client's and his spouse's liquidity (bank statements, guaranteed investment accounts, shares, savings, RRSP etc.), assets (principle residence, other properties such as cottages, buildings, land etc.) and revenues (income from Old Age Security, Canada's Pension Plan, the *Régie des rentes du Québec* (Revenue Board of Quebec), employment, employment insurance, American social security or pension from other countries etc.). The RAMQ will also take into account family obligations. Based on this evaluation the RAMQ will inform the client what he/she has to pay the CHSLD.

Costs

Fees are set on the 1st of January of every year by the *ministère de Santé et des Services Sociaux* (Ministry of Health and Social Services).

Type of Accommodation	Daily Cost	Monthly Cost
Wards (3 beds or more)	\$33.91	\$1017.30
Semi-Private Room	\$45.62	\$1368.60
Private Room	\$54.58	\$1637.40

These fees paid by the client to the CHSLD are a co-payment that covers part of the cost towards:

- services related to room and board such as food, housekeeping, heating etc.
- articles and services necessary for personal hygiene such as incontinence products, soap, shampoo, deodorant, baths and laundry
- all other equipment necessary for therapeutic purposes

Medical care, nursing (when it is provided by the CHSLD) and medicines are free and covered under the provincial health plan.

Private Nursing Homes

A client may choose to live in a private nursing home and pay the full fees charged by the individual nursing home. Each individual private nursing home is in charge of its own admissions procedure, waiting lists and fees.

Approximate Monthly Cost for Functionally Dependent Residents				
Room Type	Provincial Median	Provincial Range	Montreal Median	Quebec City Median
Private Room	\$1637.40	\$795.00-\$4975.00	\$1637.40	\$1845.00
One-bedroom Suites	\$2043.50	\$1530.00-\$4675.00	\$1955.00	\$2132.00

Fees vary depending on level of care. Telephone and cable are not usually included in the fees.

Retirement Homes/Residences

How Retirement Homes are Organized and Administered

A retirement home in Quebec is a multi-residence housing facility that provides accommodation and services such as meals and cleaning services for older people. Retirement homes in the province are privately owned and operated and not administered by the provincial government. Each facility usually provides a private or semi-private room or complete living suite and then also provides common living quarters, including a lounge area, a common dining room, recreation rooms, cleaning services, social and/or religious programs and some basic health care services. The unit can be paid for on a monthly fee basis, like an apartment, or can in some instances be bought the same way as a condominium.

Admission, fees and waiting lists for retirement homes are controlled by the homes themselves, not by the government. Admission usually depends on the ability to pay and absence of serious medical conditions that require professional nursing care. Residents are responsible for paying their own fees and government subsidies are not available for accommodation in a retirement residence.

Approximate Monthly Cost for Functionally Dependent Residents				
Room Type	Provincial Median	Provincial Range	Montreal Median	Quebec City Median
Private Room	\$1377.00	\$910.00-\$6700.00	\$1354.00	\$1480.00
One-bedroom Suites	\$1700.00	\$940.00-\$2295.00	\$1600.00	\$1835.00

Home Care

Government-subsidized Home Care

How Government-subsidized home care is organized and administered

Subsidized Home support services are designed to help clients remain independent and in their own home for as long as possible. Home support provides personal assistance with daily activities, such as bathing, dressing, grooming and light household tasks that help to maintain a safe and supportive home. They also provide medical care such as skilled nursing and occupational therapy in the home.

To apply for subsidized home care a client must contact his/her Local Community Service Centres called *Centres locaux de service communautaire (CLSC)* in Quebec. The CLSC will conduct an assessment to determine the needs of the client. If home support assistance is recommended, the CLSC will help the client determine the assistance that will best suit their needs and will make the necessary arrangements.

There is no minimum number of hours of home care provided by the CLSC per week whereas the maximum number of hours of home care provided ranges from 1 hour up to 44 hours per week for an intensive care client.

Eligibility/Requirements for Admission

To be eligible for home care, a client must be:

- a resident of Quebec
- a Canadian citizen or have permanent resident status
- physically handicapped, chronically ill or otherwise require in-home assistance

Individuals residing in public nursing homes are ineligible for subsidized home care as it is part of the mandate of public nursing homes to provide home care services such as housekeeping, personal care (bathing, dressing etc.) and medical care (skilled nursing etc.) to their residents.

Income/Asset Test

An income/asset test is not a standard element of the assessment conducted by the CLSC as most services provided by the CLSC are free. However some services, such as housekeeping, are priced according to income (as per annual income tax returns).

Costs

All services are free except for housekeeping, meal delivery, home repairs and required equipment, such as assistive bathtub bars. Housekeeping services such as laundry and home cleaning are charged based on an assessment of income (as per tax returns). These services are provided by a community agency and costs range from \$7.00/hr to \$14.00/hr.

Private Home Care

CLSC resources are limited and go to the neediest. As a result many clients get inadequate amounts of CLSC services and have to rely on private home care services to receive the appropriate amount of care.

Costs of Private Home Care

Type of Service	Provincial Median	Provincial Range	Montreal Median	Montreal Range	Quebec City Median	Quebec City Range
Meal Delivery (per meal)	\$5.00	\$3.00-\$7.00	\$5.00	\$3.50-\$7.00	\$4.75	\$4.00-\$6.00
In-home Meal Preparation (per hr)	\$17.50	\$3.00-\$25.25	\$18.00	\$11.66-\$24.00	\$17.00	\$11.00-\$25.25
Laundry/Housecleaning (per hr)	\$17.50	\$8.00-\$27.00	\$18.00	\$11.66-\$27.00	\$17.00	\$15.50-\$25.25
Personal Care (Bathing/Dressing) (per hr)	\$18.53	\$12.00-\$25.65	\$18.85	\$12.00-\$25.65	\$19.21	\$14.00-\$25.65
Companionship/Supervision (per hr)	\$18.85	\$12.00-\$25.00	\$18.95	\$12.00-\$25.00	\$19.11	\$12.00-\$22.25
Skilled Nursing (per hr)*	\$55.00	\$15.00-\$85.00	\$56.78	\$35.00-\$85.00	\$48.13	\$42.00-\$60.00
Physiotherapy (per hr)	\$62.50	\$50.00-\$75.00	\$62.50	\$50.00-\$75.00	N/A	N/A
Occupational Therapy (per hr)	\$80.00	\$80.00-\$90.00	\$80.00	\$80.00-\$90.00	\$80.00	\$80.00-\$90.00
Palliative Care (per hr)	\$50.00	\$17.00-\$75.00	\$55.00	\$17.25-\$65.00	\$53.00	\$43.25-\$60.00
Respite Care (per hr)	\$17.75	\$10.00-\$75.00	\$18.43	\$10.00-\$25.00	\$12.00	\$12.00-\$25.25

* Fees range depending on what kind of nurse, such as a registered nurse (RN) or Licensed Practical Nurse (LPN), delivers care.

Adult Day Care

How Adult Day Care Program Works

Adult day care is a program for the elderly, physically located in the community, to provide a safe group setting during the day when family members are not available to care for them. These centres are usually open daily, Mondays through Fridays. They provide a secure, caring and positive setting for the elderly. Nutritious lunch meals are provided which usually accommodate any special diet, along with an afternoon snack.

Adult day care centres can be public or private, non-profit or for-profit. The purpose of an adult day centre is:

- To provide the elderly time to enjoy a setting outside of their house where they can obtain both mental and social encouragement and stimulation and any required health care.
- To provide family caregivers with a much-needed break in order to focus on themselves, take time and relax or go to work.

Candidates

Candidates for adult day care are the elderly who may be:

- Challenged either physically and/or cognitively, but do not require 24-hour supervision or,
- In the early stages of dementia.
- In need of social contact and stimulation.

Adult day care centre participants need to be mobile, with the possible assistance of a cane, walker or wheelchair and in most cases they must also be continent. There are a few specialized day care programs for seniors with specific medical needs.

Costs

CLSC adult day cares in Quebec are free. There may be a fee for transportation and meals which would range from \$5.00-\$8.00 per day for both.

Typical Home Care Scenarios

Scenario 1: Low Level of Care

Mrs. Tremblay is an 85 year old widow still living at home. She has osteoarthritis and leg edema that is relieved by support stockings. However, because her fingers are arthritic and she cannot bend forward, she requires assistance to put on her stockings. She is able to get around her home using her rollator.

Two months ago Mrs. Tremblay had a significant fall and lost 9 kg. Both her daughters assist Mrs. Tremblay on weekends and the evenings, and one of her daughter's husbands maintains the house, lawn, etc. Her daughters report that Mrs. Tremblay complains that she forgets to eat and that the food in the refrigerator has spoiled. When they are with her, she eats very little and sometimes chokes on her food. To ensure that she eats safely, Mrs. Tremblay needs meals delivered to her home and also requires a home maker to supervise her meals. To increase her safety, Mrs. Tremblay requires a home safety assessment as well as some assistance with bathing.

Care Plan

- Meal Delivery: 2 meals a day for weekdays with Meals on Wheels or other meal delivery programs
- Meal Supervision: 1 hour a day for weekdays including recording her meal intake and providing stand-by assistance if patient chokes
- Bathing: 2 times weekly 1 hour each
- Dressing: 20 minutes for weekday mornings to assist with putting on support stockings
- Occupational Therapist: to provide initial assessment for home safety and to make recommendations

	Services Required	Covered by Government⁽¹⁾	Services required to be paid by client	Cost per unit	Monthly Cost
Meal Delivery	10 meals/wk	0	10 meals/wk	\$5.00/meal	\$215.00
Meal Supervision	5 hr/wk	0	5 hrs/wk	\$18.85/hr	\$405.28
Personal Care: Bathing/Dressing	3.7 hrs/wk	2 hrs/week	1.7 hrs/wk	\$18.53/hr	\$135.45
TOTAL per month					\$755.73

In addition, depending on whether the senior chooses to go with a CLSC or a private provider, there may be expenses for two visits of an occupational therapist including a 1 hour initial assessment and a 45 minute follow up after the equipment has been installed. The two visits will cost \$139.99 altogether. If the senior decides to go with the CLSC, the CLSC may provide these services for free.

Scenario 2: Intermediate Level of Care

Mr. Karim is a 72 year old widower. He lives alone in an apartment in a senior's apartment building in a small community outside of the city. Mr. Karim has cataracts in both eyes and has been diagnosed with dementia. His son assists Mr. Karim in the evenings but is not available on the weekends so he needs meal preparation on weekends. He occasionally forgets to take his medicines and does not eat properly. His son has arranged for him to attend an Adult Day Program four times a week, but worries that he may not remember the days and will sleep in. Although he does not wander out of his apartment, he requires help to get to and from the bus so that he will not get confused and wander. Mr. Karim requires supervision with bathing, laundry, meal preparation and clean-up.

Care Plan

- In-home meal preparation: 2 hours a day for weekends
- Bathing and Personal care: 4 times weekly 1 hour each
- Dressing: 4 times weekly 1 hour each to assist with morning hygiene and dressing for the Adult Day Program
- Safety Supervision: 4 times weekly 30 minutes each, off of the bus and into his apartment so he does not get lost
- Supervision with medication: 1 hour weekly
- Laundry: 2 hours every other week
- House Cleaning: 1 hour weekly

	Services Required	Covered by Government ⁽¹⁾	Services required to be paid by client	Cost per unit	Monthly Cost
In-home Meal Preparation	4 hrs/wk	0	4 hrs/wk	\$17.50/hr	\$301.00
Personal Care: Bathing/Dressing	8 hrs/wk	3 hrs/wk	5 hrs/wk	\$18.53/hr	\$398.40
Adult Day Care Program (including transport)	4 times/wk	Managed & operated by the CLSC at low daily cost to senior	4 times/wk (low daily fee)	\$8.00/day	\$137.60
Safety Supervision	2 hrs/wk	2 hrs/wk	0	0	\$0.00
Supervision with Medication	1 hr/wk	0	1 hr/wk	\$18.85/hr	\$81.06
Laundry/House Cleaning	2 hrs/wk	0	2 hrs/wk	\$17.50/hr	\$150.50
TOTAL per month					\$1068.56

Scenario 3: High Level of Care

Mrs. Roy is 88 years and lives with her husband, who is 93 years old, in a two-bedroom condominium. The CLSC has recommended that Mrs. Roy be moved to a nursing home. However, her daughter has promised that she will not send her parents to a nursing home. Mrs. Roy has had a recent stroke and is diabetic. She can transfer on her own but can only walk short distances as her balance is poor and she is at risk for falls. In addition, she has stage 2 ulcers on her heel that makes walking difficult. For longer distances, she uses a wheelchair. Mrs. Roy's husband is alert and aware but is physically frail. She, therefore, requires a caregiver to provide assistance with bathing, meal preparation, house hold chores and to take her to appointments. She needs a nurse to regularly monitor and chart her medicine use, blood sugar readings and clean her heel ulcers and change her bandages. An Occupational Therapist referral is needed to provide recommendations for safety equipment, (safety bars, raised toilet seat, lighting, removing clutter or loose rugs).

Care Plan

- In home meal preparation: 2 hours daily
- Private caregiver: 8 hours daily to assist with bathing, dressing, toileting, transferring and provide caregiver relief
- Private RN: 4 times weekly 30 minutes each to monitor insulin use and chart; to check that medicines are taken accurately; and to monitor and change dressing on heel ulcer
- Laundry: 2 hours every other week
- House Cleaning: 1.5 hours weekly
- Occupational Therapist: to provide initial assessment for home safety and to make recommendations. Two visits including 1 hour initial and 45 minutes follow up after equipment has been installed.

	Services Required	Covered by Government (1)	Services required to be paid by client	Range of cost per unit	Monthly Cost
In-home Meal Preparation	14 hrs/wk	0	14 hrs/wk	\$17.50/hr	\$1053.50
Personal Care: Dressing/Bathing	56 hrs/wk	14 hrs/wk	42 hrs/wk	\$18.53 /hr	\$3346.52
Skilled Nursing	2 hrs/wk	1 hr/wk	1 hr/wk	\$55.00/hr	\$236.50
Laundry/House Cleaning	2.5/wk	0	2.5/wk	\$17.50/hr	\$188.13
TOTAL per month					\$4824.65

In addition, depending on whether the senior chooses to go with a CLSC or a private provider, there may be expenses for two visits of an occupational therapist including a 1 hour initial assessment and a 45 minute follow up after equipment has been installed. The two visits will cost \$139.99 altogether. If the senior decides to go with the CLSC, the CLSC may provide these services for free.

⁽¹⁾ The hours of care allotted by the CLSC mentioned above are an estimate only. Actual hours allotted by the CLSC may be more or less depending on a formal care assessment and regional availability.

TAKINGCARE INC. is a comprehensive, impartial service that promotes and supports caregiver wellness and wellness for seniors, enabling families to give the best possible care to aging family members, while also taking best care of themselves.

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