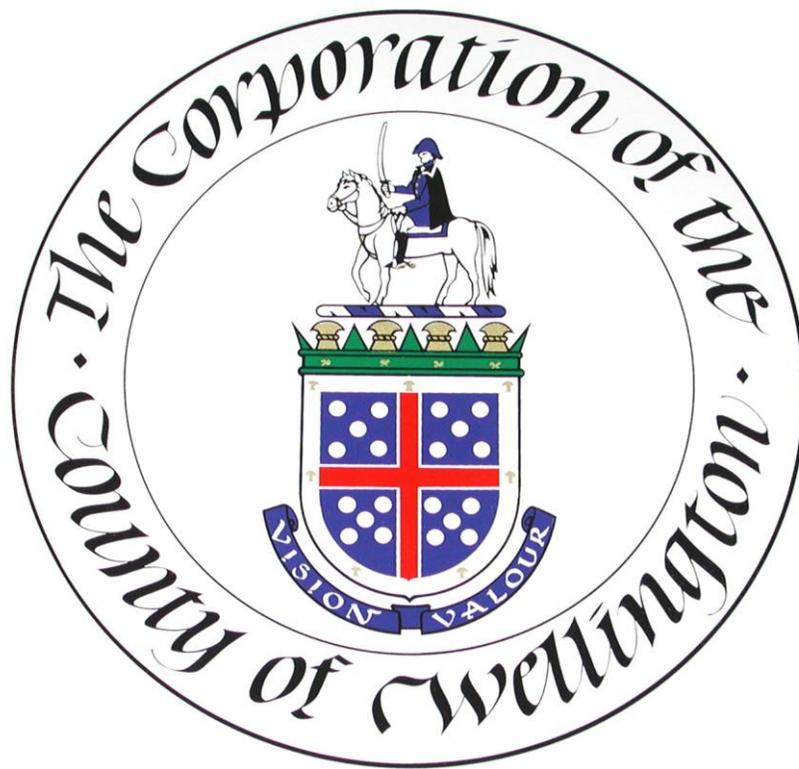


County of Wellington Social Services



Domiciliary Hostel Standards

Revised October 2008



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The County of Wellington Ontario Works Special Services Unit would like to acknowledge the efforts of owners/operators and their commitment to shelter needs of vulnerable members of our community.



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Introduction

Purpose

The Domiciliary Hostel Standards (Hostel Standards) have been created by the County of Wellington Social Services to provide a set of operational policies, procedures and protocols that ensure the health, safety and personal care of tenants is protected.

The Hostel Standards incorporate the Provincial Domiciliary Hostel Framework for domiciliary hostels operating in Ontario, released by the Ministry of Community and Social Services, September 2006.

The following principles underlie the creation of Hostel Standards for the County of Wellington:

- The County, the community, and individuals have a shared interest in the appropriate housing of vulnerable adults living in their community;
- As the service system manager for homelessness, the County has the authority to purchase the domiciliary hostel services that best meet local needs; and
- Funding for the domiciliary hostel program is used for the purposes intended.

Background

Municipalities began providing financial support for adults with a low income who were living in unregulated lodging or boarding homes in the 1950's. By the early 1970s, the province was developing more formalized policies to help support

adults, who would otherwise be homeless, with hostel and basic needs in lieu of direct financial assistance.

Domiciliary hostels were initially created as a municipal response to meet the housing needs of frail/elderly adults with a low income. In more recent years, the program has evolved to become permanent housing for vulnerable adults with a wide range of special service needs, such as mental health issues, physical and developmental disabilities and frail elderly.

Domiciliary hostels are one form of housing in a range of housing that assists vulnerable adults to live in the community. Eligibility for the domiciliary hostel program can generally be considered from two perspectives: the individual's functional abilities including their need for support with activities of daily living; and, their need for affordable housing. It is the objective of the County's Domiciliary Hostel Program to provide:

- A residential living environment that is safe and supportive for all tenants;
- A client-focused environment where tenants are supported in a manner that meets individual needs; (e.g. tenants have access to a range of structured and un-structured programs); and,
- Permanent housing insofar as it continues to meet the tenant's needs.

Governance

The County of Wellington purchases domiciliary hostel services from a number of facilities under the Ontario Works Act. While it is recognized that the area



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municipalities have jurisdiction to enact by-laws to licence boarding homes under the Municipal Act, Domiciliary Hostel Standards form the basic criteria to be applied in determining whether the County of Wellington will consider and/or continue a Purchase of Service Agreement.

The Domiciliary Hostel Standards are intended to be in addition to the requirements of any other regulating authority or statute.

Municipal funding for hostels is provided through a per diem. This per diem is cost-shared 80/20 between the Province and the County of Wellington, up to the current provincial maximum per eligible tenant per day. In addition, eligible tenants receive a Personal Needs Benefit and other Mandatory and Discretionary Benefits through the Ontario Works Act as well as through Wellington County Social Services.

Definitions

“Tenant” refers to a tenant of a domiciliary hostel.

“Owner/Operator” refers to the person who acts for the hostel in policy and administrative.

“County” refers to the County of Wellington Social Services.

“Hostel Standards” refers to the County of Wellington approved Domiciliary Hostel Standards.

“SSU” refers to the Special Services Unit that is responsible for the Domiciliary Hostels.

“SSW” refers to the Special Services Worker.

“The Act” refers to legislation that directs the Ontario Works Program.

“PNB” (previously PNA) refers to Personal Needs Benefit.

“HIFIS” is the Homeless Individual and Family Information System, a common database used by hostels to collect information on homelessness.

The Role of the County

The County of Wellington recognizes that Domiciliary Hostels and Retirement Homes provide an essential service for vulnerable adults with a wide range of special services needs. They are necessary to compliment the range of other housing opportunities for frail elderly and other vulnerable adults. The County of Wellington will fund these through Purchase of Service Agreements with Hostel or Retirement Home owners and will take a broader role in the planning, development and coordination of these services.

The County promotes the delivery of safe, accountable and cost – effective services for people who require permanent supportive housing. The County is committed to ensuring that Hostel Programs are delivered in ways that helps people access support services, provides choices, respects diversity and ensures public value for funding. In order to meet this commitment, Hostel Standards have been developed to



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provide Hostel Operators and Tenants with clear expectations for the provision of Hostel Services in the County of Wellington. All Hostels funded by the County are expected to follow the Hostel Standards.

The County of Wellington may, at its discretion, amend any provision or standard in the Hostel Standards as it applies to a particular Hostel or circumstance, provided that the Hostel is compliant with all minimum requirements of any federal, provincial and municipal legislation or other regulatory authority or statute. As a service system manager, the County of Wellington is responsible for ensuring that local Domiciliary Hostels comply with the Hostel Standards.

Special Services Unit

The Special Services Unit is responsible for the hostel programme. This unit is responsible for the planning, development, coordination and administration of hostel services including:

- receiving hostel purchase of service applications.
- facilitating the review of Purchase of Service applications and making recommendations to the County of Wellington Social Services Committee.
- entering into contractual arrangements (Purchase of Service Agreements) with private owners or non-profit agencies to purchase assistance for people who are homeless or in need of

- supportive housing who are deemed eligible under the Act.
- monitoring on an on-going basis and ensuring all Domiciliary Hostels are in compliance with the Hostel Standards and the contractual obligations as set out in the Purchase of Service Agreement. Monitoring will be facilitated with ongoing visits to the Domiciliary Hostels, reviewing compliance issues and responding to concerns of tenants, agents for the tenants or members of the community.
- providing information and influencing public policy related to the local hostel program.
- working with and supporting hostels through:
 - serving as the point of contact for hostel operators in Social Services for all areas outside of Ontario Works financial assistance and billing issues
 - providing information and assistance to hostels where appropriate
 - organizing and facilitating meetings with hostel owners/operators to enhance communication, service co-ordination and to support best practices.

The Special Services Worker provides direct client service to hostel tenants. The Special Services Worker determines initial and ongoing entitlement to financial assistance and provides support, information and counseling referrals to tenants and hostel operators. The Special Services Worker also;



County of Wellington Domiciliary Hostel Standards

- makes appropriate referrals to other government and community agencies
- assists with responsibilities required to maintain eligibility and entitlement to Ontario Works financial assistance
- explains processes and helps hostel tenants to apply for all benefits or pensions they may be entitled to receive
- explains and assists hostel tenants who wish to appeal decisions of ineligibility for Ontario Disability Support Program
- receives and approves monthly invoices from Hostel operators for Per Diems and Personal Needs Benefit
- issues Personal Needs Benefit
- reviews and make necessary revisions before arranging payments for per diem
- tracks credit system for Personal Needs Benefit
- provides information and clarification of revisions to invoices to the hostel operators
- reviews and approves all vendor invoices for clients
- invoiced monthly by the hostel operators

The County promotes the delivery of safe, accountable and cost-effective services for people who are homeless or require supportive housing. The County is committed to ensuring that hostel programs are delivered in a way that helps homeless people and those in need of supportive housing access available housing and support services, providing choices, respecting diversity and ensuring public value for funding.

In order to meet this commitment, Hostel

Standards have been developed to provide hostel operators and tenants with a clear framework and set of expectations for the provision of hostel services in the County of Wellington.

The Role of the Hostel



All hostel owners/operators agree to follow the Hostel Standards as part of the hostel Purchase of Service Agreement with the County. As part of the Purchase of Service Agreement, hostel operators are required to provide basic needs as outlined in Section 3 of the Standards. Hostels may choose to provide additional services at their own expense. Non compliance of a hostel owner/operator once determined by the Special Services Worker will be reported to the Special Services Manager who will determine the appropriate sanctions to be imposed.

Domiciliary Hostel owners/operators must comply with all applicable federal, provincial and municipal legislation.

Hostel owners/operators also agree to comply with all reporting requirements, as identified in the Purchase of Service Agreement.

Accountability



Purchase of Service Agreements

A hostel Purchase of Service Agreement outlines the contractual obligations of the



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hostel owner/operator and the County. A hostel purchase of service agreement with the County is not transferable upon a sale of the hostel, but must follow the prescribed procedure to enter into an agreement with the County. A hostel must be in operation for one year before the County will consider a purchase of service agreement. Hostel operators initially entering into a hostel purchase of service agreement with the County must demonstrate their ability to meet the Hostel Standards or have developed a detailed plan to ensure all areas are met within an agreed upon time-frame.

Purchases of Service Agreements are executed annually with an expiry date of **August 31**. Purchase of Service Agreements must be signed by the hostel owner/operators' signing authority.

Annual Renewal Process

The Special Services Unit conducts a process for the annual renewal of hostel Purchase of Service Agreements. Annual renewal consists of the submission and review of the following:

- Health Inspection Report
- Fire Inspection Report
- Certificate of Insurance
- Certificate of Vehicle Insurance

The Special Services Unit staff complete the site visits. After reviewing the results, an email or letter is sent to the hostel owner/operator outlining the concerns and missing documentation. Any concerns outlined must be rectified or an approved plan in place before the Purchase of Service Agreement is renewed. The County will receive an

email or letter from the Owner/ Operator outlining the action taken in response to the County's concerns. The Special Services Staff will determine if another site visit is required prior to August 31. The County practice is to score each hostel on a preset per diem scale with the current provincial maximum per diem as the maximum score range of 180 to 200 points. The first 100 points are achieved with required basic hostel standards and the next 100 points are achieved with extra hostel features provided at a cost to the owner/operator. (Appendix A).

Failure to comply at any time with all the basic hostel standards and the approved extra features for which a Domiciliary Hostel has received points will result in a decrease of points allotted and may result in a reduction of the per diem rate.

The following process will be conducted annually:

March:

Request for annual submissions.

April:

Annual site visit/inspection date arranged.

May/June:

Annual Site visit/inspection completed. Letter or email outlining concerns to be addressed follows within a week of the inspection.

July/August:

All submissions and site inspections reviewed, a follow up site inspection completed if required, confirmation that concerns are addressed, per diem determined, and letter forwarded to hostel owner/operator.



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September 1:

Renewal of Purchase of Service Agreement

On-Going Monitoring and Accountability

An operational review of a hostel will be undertaken at least two times per year, or at any time County staff is concerned that an owner/operator is not meeting their obligations outlined in the hostel Purchase of Service Agreement, including the following Hostel Standards. A review may also be undertaken if the County receives a complaint regarding the operations of the Hostel. Hostel Owner/operator may also request a review or visit.

Any concerns arising from any site visit will be discussed in detail and followed by an email to the Hostel Operator/Owner and a period of time given for these concerns to be addressed prior to renewal of the Purchase of Service Agreement.

The Hostel Owner/Operator will not introduce any ancillary services that detract from, or interfere with, the effective delivery of their hostel program, and if in doubt, should discuss such plans in advance with the Special Services Manager.

The Hostel Owner/Operator is responsible for ensuring that staff performance and accountability are properly monitored and evaluated.

The Hostel Owner/Operator must have approved policies and procedures (as outlined in the Standards) which are in accordance with applicable legislation and By-laws and are on file with the County. The County must be notified of any revision to Hostel policies.

The Hostel Owner/Operator will notify the County, in writing, at least 120 days prior to the scheduled completion date for the sale of the Hostel and/or restructuring of its corporate entity as outlined in the Purchase of Service Agreement.



Hostel Standards

1. Program Administration

1.1 Eligibility Criteria

To be eligible for a domiciliary hostel program subsidy, a person must:

- a. be over the age as outlined in the specific agreement
(Wyndham House 16 yrs – 21 yrs)
(Retirement Homes over 50 yrs) or as determined on a case by case assessment;
- b. be:
 - i. a recipient of mental health services, have a mental health diagnosis or exhibit symptoms that are diagnosable and have been documented by a medical doctor, hospital or referral source;
 - ii. have a substance use issue requiring supports; and/or;
 - iii. have a physical and /or cognitive/developmental disability, which has been verified by a medical doctor, hospital or referral source, and/or;
 - iv. be a frail elderly person;
- c. provide verification that they meet the allowable asset level, which is dependent on age and family status, and is determined as part of the application and ongoing assistance process;
- d. have limited financial resources (income must be below the combined total of the per diem and the Personal Needs Benefit) which varies by the number of days in the month. The County subsidizes the difference; and
- e. be in need of assistance with routines

of daily living as a result of a disability or advanced age and/or the level of care which the owner/operator can adequately provide to meet the individual's needs.

1.2 Home Criteria

For the purposes of these standards, a domiciliary hostel shall be defined as any residence, rest home, retirement home or boarding and lodging home which, for a fee:

- a. provides housing as per the Hostel Standards;
- b. accommodates persons who are unable to fully care for themselves due to disabilities created as a result of aging, mental health and addiction issues, physical and developmental challenges;
- c. accommodates persons who require 24 hour supportive care and adult supervision; and
- d. provides personal care, and/or supervision and assistance with activities of daily living.

1.3 Intake Process

- a. the Hostel Owner/Operator or health/social agency staff identifies potential or current tenants that have an inability to pay the requisite market hostel rate and require assistance with the activities of daily living.
- b. the tenant or potential tenant, or an agent of the tenant (e.g. family member, health or social agency staff, Power of Attorney or other appropriate person) contacts the Special Services Worker /Ontario Works Intake Worker by phone to complete an intake screening process for assistance;
- c. the Special Services Worker meets with the tenant and/or his/her agent to



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- complete an application for assistance after admission to the hostel;
- d. the Special Services Worker verifies the required information received; and
- e. the Special Services Worker advises the tenant and/or agent and owner/operator of eligibility for per diem subsidy and the effective date.
- f. the County will pay the current per diem on the tenant's day of admission until the day before discharge.

1.4 Billing Process

- a. the owner/operator shall maintain accurate financial records of each tenant.
- b. shall submit a monthly invoice using the County's billing forms (Appendix B & C) with total charges for services provided to the tenant, income received from the tenant as co-payment and charges to the County.
- c. the invoice should not be sent earlier than the last day of the current month, but by the 5th day of the next month to ensure payment on the 20th of the month.
- d. the invoice may be mailed or faxed to the Special Services Worker.

1.5 Tenant Absence

- a. the owner/operator shall advise the Special Services Worker at the County, in a monthly invoice form, or the weekly update form (Wyndham House - Appendix D) provided by the County, of all overnight absences of individuals subsidized by the domiciliary hostel program.
- b. the County will pay operators for overnight absences to a maximum of 14 days within any 12 month period for vacation or visits, except in exceptional circumstances as

approved by the Social Services Administrator.

- c. the County will pay owner/operators for overnight absences to a maximum of 28 days per hospital or medical stay, except in exceptional circumstances as approved by the Social Services Administrator.

1.6 Confidentiality

- a. the hostel owner/operator, as a "health information custodian" (meaning someone who has custody or control of personal health information as a result of, or in connection with, performing prescribed duties or work) shall protect the tenant's confidentiality as determined by the *Personal Health Information Protection Act, 2004*.
- b. any release of a tenant's information must be documented on a consent form that is signed by both parties.
- c. any release of a tenant's information, health or financial status as it pertains to eligibility for per diem subsidy must be documented on the County of Wellington Special Services Release of Information Form.
- d. the following protocols shall be developed and adhered to by owners/operators:
 - i. storage of records,
 - ii. disclosure or transmission of tenant records,
 - iii. destruction of records of former tenants (time, manner),
 - iv. disclosure of information when there is a risk of harm, and
 - v. access by external support providers with tenant consent.

1.7 Tenant Files

The owner/operator shall ensure that all



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tenant records include:

- a. the name of the tenant, date of birth, name of next-of-kin/guardian/power of attorney and date of admission;
- b. medical history; known allergies, physicians' orders, name, address and telephone number, including emergency telephone number and the name of attending physician;
- c. hospital admissions during residency and date of return;
- d. medical records with documentation of the administration of medication by the staff who administers said medication, and treatment(s) according to physicians' orders;
- e. serious occurrence reports (accidents, falls, injuries), incidence of abuse of client/client abuse of staff, police occurrences, resolution of incidence;
- f. vacation days away from the residence;
- g. emergency safety information (e.g. requirement for assistance to evacuate in the event of an emergency) and their necessary records that are maintained in a manner as to be easily transported in the event of an emergency;
- h. tenants in a Retirement Home setting must have weight and blood pressure recorded on admission and monthly thereafter;
- i. all financial accounting management details;
- j. a signed copy of the tenancy agreement and Care Home Information Package; or the Wyndham House Intake Package.
- k. all information related to a tenant's care is documented in his/her personal file.

Note:

Tenants shall have reasonable access to

their personal records.

1.8 Serious Incidents

A serious occurrence is defined as one that results in a filing of a police report or a tenant has required medical attention and assessment at a hospital or clinic.

- a. the owner/operator shall report every occurrence of:
 - i. fire,
 - ii. assault (physical or sexual),
 - iii. injury,
 - iv. accidents
- b. the owner/operator shall report serious occurrences (as identified above) by email or fax to the Special Services Worker within 24 hours of the occurrence or, if on the weekend, on the next business day.
- c. a tenant may report a serious occurrence directly to the County Special Services Worker. The owner/operator will ensure that:
 - i. tenants are informed about their rights to report a serious occurrence directly to the County; and
 - ii. they support the tenant in reporting a serious occurrence to the County by providing access to a phone and the telephone number of the County contact.
- d. tenants are protected against unfair treatment following a serious occurrence report.

1.9 Personal Needs Benefit (Process)

- a. the County distributes the Personal Needs Benefit as follows:
 - i. the tenant receives it in cheque form or direct bank deposit , or
 - ii. the amount is deducted from their income source and given to the tenant or the tenant's trustee at the



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- beginning of the month.
- b. tenants have the right to maximize choice and control of the Personal Needs Benefit when the owner/operator manages the monies.

1.10 Personal Needs Benefit (Management)

- a. the intent of the Personal Needs Benefit is to provide spending money for the personal needs of the tenant (e.g., clothing, tobacco products, gifts, and items not provided by another source).
- b. the Personal Needs Benefit is not intended for the purchase of personal care items that are provided by the owner/operator.
- c. the Special Services Worker ensures that every tenant is issued, or retains, from his or her income the sum of the current provincially legislated amount of the Personal Needs Benefit.
- d. a tenant, entering a hostel between the first and the fifteenth day of any given month, shall receive the full monthly amount of the Personal Needs Benefit.
- e. a tenant, entering a hostel between the sixteenth and the last day of any given month, shall receive one half of the monthly amount of the Personal Needs Benefit.
- f. if the owner/operator and tenant agree to have the owner/operator dispense the Personal Needs Benefit, the owner/operator is required to keep a ledger which the tenant signs when monies are issued. The Special Services Worker will periodically monitor this ledger.
- g. credits: The tenants whose income from time to time exceeds the total

monthly costs should have these amounts shown as a monthly credit. When the total credit amounts to the current Personal Needs Benefit, the Personal Needs Benefit will be given by the owner/operator to the tenant for the applicable month's Personal Needs Benefit. The County will not issue the personal needs benefit for the month in which that occurs.

1.11 Staff Qualifications – As per the Provincial Domiciliary Hostel Framework

- a. all staff shall possess such personal qualities so as to provide a safe, positive and supportive environment for tenants.
- b. the minimum qualifications required for all staff working in a domiciliary hostel are:
 - i. 16 years of age,
 - ii. first aid certification for at least one staff on each shift (to be maintained on file),
 - iii. CPR “C” certification for at least one staff on each shift (to be maintained on file),
 - iv. suitable education experience and/or working with vulnerable adults, and
 - v. food preparation training for staff hired for this purpose or fills in for staff hired for this purpose or for the owner/operator of a small home or staff hired to fill in for them .
- c. it is required that all full time and part time staff have a 2- step TB skin test, initiated within 1 month of their start date.
- d. it is strongly recommended that all full time and part time staff have annual influenza vaccination and that documentation of these procedures be



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- kept on file.
- e. it is the responsibility of the owner/operator to ensure that a staff member who has a communicable disease which might place tenants and/or other staff at risk shall not continue to work in a domiciliary home until he/she is free of the communicable disease.
- f. it is required that all hostel staff provide a Criminal Record Check/Vulnerable Record Check as a condition of employment. A copy of which will be kept on file.

1.12 Staffing Levels

Sufficient qualified staff shall be on duty to assure the safety of tenants and to adequately meet tenant needs:

- a. at any one time, one staff person shall be on duty who has, at a minimum, up-to-date First Aid and CPR certification;
- b. staff working with food must have food handler training.
- c. the staffing ratio may vary with flexibility according to the needs of the tenants; the expected ratio of tenants is 20:1 except in exceptional circumstances as approved by the Social Services Administrator.
- d. overnight, there must be one "awake" staff on duty at all times and one "on call" staff person available at all times.

1.13 Staff Conduct

Owners/Operators will develop a staff code of conduct outlining professional behaviour expected of all staff;

- a. the code of conduct will be provided to all staff upon commencing employment at the home and will be posted in a conspicuous place within the hostel's premises;

- b. the code of conduct must include identification that staff are in a position of power in their relationships with tenants and as such must conduct themselves accordingly;
- c. owners/operators and hostel staff are to refrain from developing personal relationships with tenants outside the home and are prohibited from entering into sexual relationships with any tenant; and
- d. policies and procedures related to threats to the personal safety of all tenants, particularly those who are most vulnerable, shall be in place, that include:
 - i. definitions and indicators of psychological abuse, financial abuse, physical abuse, sexual abuse, threats and neglect,
 - ii. procedures for staff to report, document and investigate suspected violence/abuse,
 - iii. staff training on violence/abuse prevention, and
 - iv. procedures to deal with aggressive tenants.

1.14 Insurance

Owners/operators must maintain insurance coverage as per the signed agreement with the County.

Owners/operators will:

- a. hold a policy of public liability and property damage insurance acceptable to the County, providing insurance coverage in respect of any one claim to a limit of \$2,000,000 per claim or occurrence, exclusive of interest and costs, against the loss or damage resulting from bodily injury, death, loss of or damage to property;
- b. name the County and its respective agents, officials, officers and



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- employees as Additional Insured; and
- c. provide proof of insurance coverage to the County on an annual basis.

1.15 Inspections

Owners/operators must provide written proof annually that the following inspections of the hostel have occurred and that any deficiencies noted therein have been rectified.

- a. **Fire Inspections-** The Ontario Fire Code will be used to inspect, test and maintain all residential and institutional homes (including all rest/retirement and lodging homes). For a more detailed list of regulations, refer to the Ontario Fire Code or contact your local fire department.
- i. an approved fire alarm system designed and installed in accordance with CAN/ULC-S524, as amended, shall be provided throughout the entire building. Single station smoke alarms shall be installed in each sleeping area. (Unless approved by the Chief Fire Official).
 - ii. an approved emergency lighting system shall be provided and inspected, tested and maintained throughout the entire building, according to the Ontario Fire Code (O.Reg.388/97).
 - iii. fire extinguishers shall be provided /maintained monthly.
 - iv. the furnace or boiler room shall be separated from the remainder of the building by construction having a fire resistance rating of at least one hour and be provided with sufficient make-up air to serve the fuel-fired appliances located therein.
- v. two means of exits from each floor level, excluding basements which are not subject to occupancy, shall be provided. The said means of exits may be internal or external stairs but must conform to the Ontario Building Code.
- vi. the administrator of a Domiciliary Hostel shall ensure that: all fire hazards in the building are eliminated and ensure that electrical circuits are not overloaded (shall meet Ontario Hydro /Electrical Safety Authority standards).
- vii. all staff is properly trained in the use of fire extinguishers.
- viii. all staff and tenants are made familiar with the fire evacuation and drill procedures for the building. A copy of these procedures will be posted in each tenant's room.
- ix. fire drills will be conducted every month with two supervised drills held each year.
- x. there shall be a record for inspection of Fire Equipment which must be kept for a minimum of 2 years.
- xi. a record of completed fire drills must be kept on the premises and available for the Fire Department and the Special Services Worker.
- b. **Building Inspections-** No structural alteration to a premises shall be



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undertaken prior to the approval of the proposed changes by the:

- i. Building Department (building and zoning);
- ii. Medical Officer of Health for alterations to the food preparation area, private sewage system and well water supply
- iii. Fire Department.

c) **Health Inspections**

owners/operators must comply with an annual health inspection, conducted by Wellington-Dufferin-Guelph Public Health.

d) **Elevators**- all elevators must have a current license.

e) **Inspections Requiring Action** - all inspections that require necessary adjustments of problems must be corrected within one month of the first inspection except in exceptional circumstances as determined by the Social Services Administrator. A re-inspection will be completed after the resolution of the issue and a letter or email confirming compliance is received by the County.



2. Hostel Operations

2.1 Environmental & Personal Safety

- a. the owner/operator must ensure the premises have:
 - i. structurally sound handrails on all stairway, as identified in the Ontario Building Code,
 - ii. grab bars or similar devices for each bath tub and each toilet according to the Ontario Building Code,
 - iii. non-skid finishes and coverings on all floors and stairways,
 - iv. an up-to-date fire safety procedure and an evacuation plan in place.
- b. no hostel shall be established in a location where interior noise levels exceed 58 decibels.
- c. written procedures must be in place to deal with emergencies, that include:
 - i. emergency planning (e.g. fire, power failures, extreme heat), and
 - ii. clearly defined responsibilities of staff and tenants.

2.2 Health & Safety

- a. the owner/operator shall ensure that staff is trained on written health and safety policies and procedures that are in place related to:
 - i. weapons
 - ii. precautions for violent behaviour/diffusing difficult situations;
 - iii. First Aid and CPR,
 - iv. WHMIS (storage and disposal of hazardous materials),
 - v. soiled linens and other materials (immediate removal from bedroom or bathroom),
 - vi. requirements of the Ontario

- Building Code in premises accommodating handicapped persons who are confined to wheel chairs,
- vii. the cleanliness and safety of tenants, employees, volunteers and visitors,
- viii. regular cleaning of common areas, and
- ix. pest control.
- b. all premises shall be maintained in compliance with Health and Safety Standards, Municipal By-laws, and the Ontario Fire Code (O. Reg. 388/97) and applicable Regulations and Acts.

2.3 Infection Prevention and Control

All Hostels shall comply with the following

- a. routine precautions and additional precautions for infection prevention and control shall be followed, in accordance with current Canadian infection and control guidelines:
- b. best practices for hand hygiene must be followed to reduce the transmission of illness from one person to another:
- c. to minimize organisms on environmental surfaces, such surfaces must be cleaned and sanitized using approved products. Cleaning schedules should be posted in each area to be cleaned along with specific directions as to the frequency of cleaning and type of product to use.
- d. report gastrointestinal outbreaks to Wellington Dufferin Guelph Public Health Unit.

2.4 Medication Management/Drug Storage

The owner/operator shall adopt a written system for the management/handling of tenant medication that supports the safe



County of Wellington Domiciliary Hostel Standards

and accurate administration of medication, related to the following:

- a. if prescription drugs are to be administered, this must be done by the owner/operator or an RN/RPN or medication management trained unregulated Hostel staff;
- b. prescription drugs will be kept in a drug cabinet that is locked at all times,
- c. prescription drugs will be made available only to those tenants for whom they have been prescribed, as directed by the physician;
- d. any registered nursing staff administering medications will do so in accordance with the College of Nurses of Ontario Medication Standard (December 2005:[http://www.cno.org/docs/prac/41007 Medication.pdf](http://www.cno.org/docs/prac/41007%20Medication.pdf));
- e. any trained unregulated care provider will administer medications from a medication system which is developed and maintained by a pharmacist;
- f. the reporting of medication errors and adverse reaction and follow up;
- g. needles/sharps/syringes/vials/ ampoules are to be disposed of in a biohazard container immediately after use;
- h. needles/syringes are not capped but placed immediately into a biohazard container;
- i. containers are disposed of according to County / City standards for toxic waste,
- j. unused/out-dated medications are returned to the pharmacist supplier;
- k. universal precautions/procedures should be followed in accordance with current policies of hospitals, nursing homes or other residential care facilities, and/or Wellington-Dufferin-Guelph Public Health;
- l. over the counter drugs (laxatives, headache medication, etc.), must be kept in a safe location, available only to appropriate staff for administration;
- m. administration of medication must be recorded.
- n. for tenants administering their own medications the hostel is required to have verification from the physician that the tenant is capable of doing so, written policy regarding tenant administering medications and regular documented reassessment.
- o. The County requires all tenants be TB skin tested upon admission.
- p. medications will be reviewed quarterly by the physician and/or pharmacist.

Note:

Consultation regarding any of the above is available from Wellington-Dufferin-Guelph Public Health.

2.4 Telephones

- a. the owner/operator shall ensure access to a telephone for local calls (non-pay) for tenants.
- b. telephones will be located in an area that offers privacy for tenants.
- c. tenants will adhere to the rules for the use of telephones.

2.5 Furnishings

The owner/operator shall:

- a. provide comfortable bedroom and common area furnishings that are in



County of Wellington Domiciliary Hostel Standards

- good repair;
- b. maintain home furnishings in a clean, safe and sanitary condition;
- c. ensure every bed for a tenant is at least .91 metres (36 inches) in width;
- d. provide an approved ULC or CSA bedside or overhead reading lamp will be provided for each tenant;
- e. ensure there is space for the personal effects of each tenant;
- f. provide a waterproof covering for each mattress; and mattress in good condition
- g. ensure a thorough cleaning of bedding, furniture and personal storage space is done upon change of occupancy.

2.6 Bedrooms

The owner/operator shall ensure:

- a. a bedroom for a tenant shall provide a minimum of 16.99 cu. metres (600 cubic feet) of air space and 6.96 sq. metres (75 square feet) of floor space (excluding closet space);
- b. a maximum of *three (3) tenants/bedroom* (two tenants/bedroom is recommended);
- c. in shared rooms, all beds shall be a minimum of .91 metres (36 inches) apart,
- d. no area designated as a lobby, hallway, closet, bathroom, attic, stairway, cellar, kitchen, office, sitting room, dining room, furnace room or utility room shall be used by any tenant for sleeping purposes,
- e. every bedroom has one or more windows to the outside:
 - i. that can be opened to provide ventilation except where another means of ventilation is provided, and
 - ii. is screened;

- f. sufficient linen supplies provided to ensure that bed linen is changed at least once per week and/or more frequently when required; and
- g. smoking is prohibited in any tenant bedroom.

2.7 Bathrooms/Washrooms

Each owner/operator will ensure:

- a. toilet facilities are provided in the ratio of one wash basin, one flush toilet available for every eight tenants, and one bath tub or shower available for every eight tenants;
- b. one bathroom, toilet and shower room shall be of a type that is suitable for use by disabled persons, where such persons may be admitted as tenants;
- c. one wash basin and one flush toilet are provided on each floor that is used by the tenants;
- d. a separate staff washroom when more than four staff members are on duty at one time;
- e. no toilet is located within a bedroom (this does not apply to prohibit a toilet in a separate room off a bedroom);
- f. all bathrooms and toilet rooms are provided with doors that will provide privacy and shall not have locks unless they are a type that can be released from the outside in case of an emergency;
- g. no carpeting is located in toilet and tub areas,
- h. bath tubs or shower stall floors are provided with non-skid material;
- i. shared and public washroom fixtures are cleaned and sanitized at least once each day and more frequently if necessary;
- j. private bathroom fixtures are cleaned and sanitized at least once per week;
- k. shared bathtubs and showers are



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- cleaned and sanitized after each use;
- l. bathroom/washroom facilities are equipped with:
 - i. a supply of toilet paper,
 - ii. a receptacle which can be cleaned and adequately contain disposable waste material, and
 - iii. hooks or bars to provide each tenant a separate towel and face cloth
 - m. each tenant is supplied with a towel and face cloth which will be changed a minimum of once per week; and
 - n. a common drinking cup is prohibited.

2.8 Kitchens

Owners/Operators of homes of 10 or more Tenants shall comply with the Food Premises Regulations made pursuant to the *Health Protection and Promotion Act*.

Hostel Owners/Operators of homes 9 or fewer Tenants shall comply with the following criteria:

- a. refrigerators must be maintained at a temperature 4C or colder,
- b. freezers must be maintained at minus 18C or colder;
- c. hazardous food items shall be cooked, hot held and reheated, to the proper temperature.
- d. all refrigeration units shall be provided with accurate indicating thermometers;
- e. may have a dishwasher or a 2 compartment sink or 2 sinks where washing can be done in the first sink and the second sink is for sanitizing;
- f. there shall be a separate hand washing basin equipped with soap in a dispenser and clean single service towels in a dispenser;
- g. all foods shall be protected from

- potential contamination (e.g. separate raw foods from ready-to-eat foods during storage and handling, food covered, labelled, off floor, and chemicals/pesticides stored separately from food);
- h. food contact surfaces and non-food contact surfaces shall be properly designated, constructed, installed and maintained in a sanitary manner;
 - i. food contact surfaces must be washed-rinsed-sanitized after each use and following any operations when contamination may have occurred;
 - j. the floor and floor coverings shall be tight, smooth and non-absorbent and maintained in a sanitary manner;
 - k. the walls and ceilings shall be readily cleanable and maintained in a sanitary manner; and
 - l. the kitchen shall be maintained in a clean and sanitary manner at all times.

Each Hostel shall have a minimum of one person working in food preparation certified in Food Safety.

2.9 Common Areas

- a. a sitting room(s) shall be provided for the tenants and their visitors. Consideration shall be given to the comfort of non-smokers/smokers, e.g., outdoor smoking area.
- b. the minimum total space for the sitting rooms shall be calculated at the rate of:
 - i. 1.1148 sq. metres (12 square feet) of floor space for each tenant, or
 - ii. the total floor area used for sitting rooms shall be a minimum of 11.148 metres



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- (120 sq. feet); whichever is the greater.
- c. a dining area shall be provided for the tenants.
 - d. when more than 50% of the tenants are to be accommodated at any one time, the minimum floor area shall be calculated at the rate of 1.394 metres (15 square feet) per tenant times the total tenant capacity.
 - e. the dining/eating area may form part of the sitting room but shall be in addition to any area provided for that purpose.
 - f. ensure that there are enough exits with appropriate travel distances to those exits. Two or more exits shall be provided for rooms with more than 60 persons.

2.10 Linens

Owners/Operators will provide clean towels, wash cloths and bed linens that are in good condition to each tenant which include the following:

- a. two sets of towels including bath, hand and face towels, two sets of bed linens, including sheets and pillow cases,
- b. one comforter;
- c. two blankets; and
- d. two pillows.

2.11 Water

Every premise shall be constructed and maintained so that there is, at all times, an adequate supply of potable water, hot and cold, which:

- a. conforms in quality to the current drinking water Regulations of the Ontario Ministry of the Environment and Health Canada Standards for Canadian Drinking Water Quality.
- b. where applicable, is compliant with the

Ministry of Environment's Regulation (Ontario Drinking Water Systems Regulation).

- c. can provide at least 227.303 L (50 gallons) per tenant and employees, per day.
- d. can maintain a flow pressure of at least .562 kilograms per square centimetre (8 pounds per square inch) when a fixture is in use;
- e. does not exceed 49°C (120°F) in fixtures other than those in the kitchen or laundry area, and shall be controlled by a device inaccessible to the tenants, that regulates the maximum temperature.
- f. is discharged through a mixing faucet at all hand basins, bathtubs and showers.

2.12 Heating, Cooling & Ventilation

- a. a minimum air temperature of 21°C (70°F) shall be maintained at all times. The temperature reading shall be measured at a distance of 91.44 cm. (3 feet) or more from exterior walls and at a height of 60.96 cm (2 feet) above the floor level.
- b. every room shall be adequately ventilated by natural or mechanical means so as to remove excess heat, humidity and odours.
- c. in rooms ventilated by mechanical means, the following minimum rates shall be provided:
 - i. kitchen -100 cfm intermittent or 25 cfm on a continuous run fan.
 - ii. bathroom & Toilet Room - 50 cfm intermittent or 20 cfm on a continuous run fan.
 - iii. other Rooms require 35 air exchanges per hour.
- d. fly screens shall be provided on all windows that open.



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- e. in the absence of air conditioning, owners/operators must ensure a reasonable temperature through the use of fans, ensuring that the temperature does not exceed that allowable within municipal By-laws related to excessive heat.

2.13 Garbage

- a. all garbage shall be removed from the building daily, stored and disposed in a manner satisfactory to the City of Guelph or the County of Wellington.
- b. rubbish and garbage shall be stored in receptacles which are:
 - i. insect and rodent proof,
 - ii. water tight,
 - iii. provided with a tight fitting cover, and
 - iv. kept clean.
- c. combustible debris shall not be allowed to be stored within or adjacent to the building.
- d. an approved sewage disposal system shall be provided and maintained to comply with Ontario regulation(s) and City of Guelph or County of Wellington.
- e. adequate protection must be observed against the entrance of insects, vermin, and rodents.
- f. it is recommended that the Hostel have a contract with a licence pest control operator and have a scheduled inspection and treatment plan in place.

2.14 Lighting

The owner/operator must ensure the following;

- a. adequate lighting is maintained throughout the hostel to enable the tenants to carry out varied activities comfortably, safely and without visual

fatigue.

- b. each bedroom shall have a bedside or overhead reading lamp for each tenant.

2.15 Laundry

- a. the laundry room shall be finished so that all surfaces are readily cleanable.
- b. provisions shall be made for the separation of soiled and clean laundry.
- c. laundry equipment shall be cleaned on regular basis, as per manufacturer's instructions.
- d. bed linens will be changed and laundered at least once per week or upon soiling, or upon the Tenant leaving the Hostel
- e. bath linens will be changed and laundered daily.
- f. personal laundry will be done at least once a week for Tenants who are not able to do it themselves. Special circumstances with regards to charging a Tenant for doing their laundry must be discussed and approved by the Special Services Worker.
- g. Wyndham House staff must supervise Tenants doing their personal laundry and linens.



3. Hostel Supports

3.1 Activities of Daily Living

Owners/Operators shall ensure such assistance as is required for the tenant to carry out activities of daily living. Such assistance should include, but not be limited to:

- a. bathing,
- b. personal hygiene,
- c. toileting,
- d. dressing, and
- e. eating.

3.2 Tenant Well-Being

Owners/Operators must provide support to facilitate tenants' well-being:

- a. regular opportunities for leisure and recreational activities both in-house and in the community,
- b. mental and physical activity,
- c. the maintenance of privacy and personal dignity,
- d. skill development,
- e. access to health and social services,
- f. access to a physician, and that each tenant is examined by the physician at or soon after the time of admission, and further medical reviews and/or physical examinations, as required by the tenant's physician and/or by the tenant's health condition will be conducted in a timely manner,
- g. access to other supports/health care professionals (e.g. Mental Health, Medical, Homecare, Addictions counsellors, etc....) access to clients within the homes, and
- h. programming that is compatible with the tenants' interests and changing needs,
- i. a posted bath schedule ensuring at least one bath and shampoo and nail care per week or more often as

needed.

- j. the tenant, if required, shall receive assistance or supervision with any aspect of care, including bathing,
- k. discharge planning when a Tenant moves from the Hostel for the following reasons:
 - i. able to move into independent housing;
 - ii. evicted; or
 - iii. not fitting into the Hostel (e.g. there is not a good "fit" with other Tenants or the landlord).

3.3 Tenancy Agreements

- a. the owner/operator must enter into a written tenancy agreement with each subsidized tenant. A copy of the tenancy agreement template will be on file with the County and any changes made will be forwarded to the County.
- b. the agreement must be signed by the tenant, retained in the tenant's records and a copy provided to the tenant as per the *Residential Tenancy Act (2006)*.
- c. the owner/operator must ensure that the tenant understands the content in the tenancy agreement, which may involve providing translation, using plain language or oral recitation of the details.
- d. Wyndham House must review their Intake Package with each tenant at admission and ensure that the tenant understands all forms they sign.
- e. Wyndham House will retain these forms in the tenant files.

3.4 Access to Home

The owner/operator will have a protocol of reasonable access of tenants to the hostel, which will include the following



County of Wellington Domiciliary Hostel Standards

information:

- a. time requirements for access;
- b. who has access; e.g., visitors; and
- c. how to gain access when late, e.g., as a result of an emergency, etc.
- d. circumstances under which access will be denied and the proper authorities notified.

3.5 Privacy

The owner/operator:

- a. must accommodate the tenant's right to privacy as outlined in the *Residential Tenancy Act (2006)*; and
- b. is entitled to enter a tenant's room or unit without any advance notice only if the rental agreement requires the owner/operator, in the role of landlord, to check on the condition of the tenant or to provide care or the owner/operator has the tenant's permission.

3.6 Rights & Responsibilities

The owner/operator must:

- a. establish house rules including tenant rights and responsibilities,
- b. provide a copy of these rules to each tenant at admission and regularly discussed with tenants,
- c. ensure the house rules are posted in a location that is accessible to tenants and staff,
- d. ensure tenants are aware of the consequences of breaching house rules.

3.7 House Meetings

The owner/operator shall offer regular house meetings. The purpose of meetings is to give tenants the opportunity to:

- a. discuss the operation of the home and other related matters,

- b. participate in house discussions with staff,
- c. have a forum for information sharing,
- d. have an opportunity for mediation, and resolution of tenant disputes within the home,
- e. participate in establishing the agenda for the house meeting, and
- f. facilitate the house meeting, with the encouragement and support of staff.
- g. minutes from the meeting will be posted or distributed to the Tenants.

3.8 Conflict Resolution

The owner/operator must establish written protocols for conflict resolution between:

- a. owner/operator and the tenant;
- b. staff and tenants; and
- c. tenants and tenants

3.9 Meals/Nutrition

- a. the owner/operator shall serve tenants 3 meals per day scheduled at times convenient to the majority of the tenants.
- b. a brown bag meal or a later meal shall be available for tenants who are away from the home at a meal time for reasons not within their control (e.g. doctor appointments or other medical appointments or approved activities.)
- c. nourishing snacks will be made available to each tenant in the evening. Additional snack foods will be available according to the tenants' needs during the day
- d. the owner/operator will serve meals which are attractive, appetizing and prepared at correct temperature, as per the Ontario Food Premises regulations, under the Health Protection and Promotion Act.
- e. the owner/operator shall ensure that



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meals will meet special needs of tenants requiring a diet for treatment or maintenance of good health (e.g. hypertension, diabetes, allergies, and difficulties with swallowing or chewing). *Tenants in receipt of OW or ODSP may be eligible for a Special Diet Allowance. The Hostel will be responsible to accommodate the special diet and will be reimbursed by the tenant through OW and ODSP. All of these should be discussed with the SSW.*

Consultation for any of the above is available from a community registered dietician.

3.10 Menus

- a. the menu will offer one main meal daily which is a hot entrée, served at noon time or in the evening.
- b. the owner/operator shall post a seven day menu plan for the week following the date of posting.
- c. six to eight cups of a variety of fluids will be planned into the daily menu pattern. Additional fluids will be available according to tenants needs during the day in cases of illness or high temperature.
- d. the owner/operator shall offer or provide an alternative at each meal.
- e. the owner/operator will serve meals conforming to Canada's Food Guide with the goal of providing food and nutrition essential for good health.

3.11 Bedrooms (Personal Use)

The owner/operator will ensure that tenants can use their space in their room for personal use unless it poses a safety risk or infringes upon the rights of others.

3.12 Home Entertainment

The owner/operator will ensure that;

- a. tenants have access to home entertainment equipment that is maintained in good repair,
- b. procedures are in place so tenants know when they can have access to the home entertainment items; and
- c. policies are in place to avoid conflict between tenants about shared viewing.

3.13 Transportation

The Hostel owner/operator will provide transportation or bus tickets to tenants for:

- a. the tenant is provided assistance with arranging transportation to medical appointments, dentist, optical care and other health and community services appointments.
- b. the tenant is provided assistance with arranging transportation to social activities and recreational therapeutic programs; and
- c. the transportation service is not necessarily to be paid for and/or provided by the owner/operator.
- d. Wyndham House will provide bus tickets for Tenants to attend school.

If a Tenant has regular appointments (e.g. for mental health/substance use issues or medical reasons) she/he may be eligible for assistance and the Special Services Worker should be contacted.



REFERENCES

1. Health Protection and Promotion Act,
R.S.O. 1990, CH. 7 & 13 as amended.
2. Drinking Water Systems Regulations,
170-03.
3. Ontario Regulation 562/90
(Food Premises)
4. Ontario Regulation 358/93
(Environmental Protection Act) (Sewage Systems)
5. Ontario Fire Code
O. Reg. 388/97.
6. Ontario Building Code.
7. Criminal Code
8. Human Rights Code
9. Ministry of Community and Social Services



County of Wellington Domiciliary Hostel Standards

Appendix A

Hostel Basic Standards (Appendix A)

Name of Domiciliary Hostel: _____

Date Inspection Completed: _____

Inspection Completed By: _____

	Standard	Yes/No (Y or N)	Points (5 Max)	Due Date to Meet Required Standard
1.	Tenant Files			
2.	Staff Qualifications			
3.	Staffing Levels			
4.	Staff Conduct			
5.	Fire Procedures			
6.	Environment & Personal Safety			
7.	Health & Safety			
8.	Medication Mgmt & Storage			
9.	Furnishings			
10.	Bedrooms			



County of Wellington Domiciliary Hostel Standards

Appendix A

Name of Domiciliary Hostel: _____

Date Inspection Completed: _____

Inspection Completed By: _____

	Standard	Yes/No (Y or N)	Points (5 Max)	Due Date to Meet Required Standard
11.	Bathrooms/Washrooms			
12.	Kitchen			
13.	Common Areas			
14.	Linens			
15.	Water			
16.	Heating, Cooling & Ventilation			
17.	Garbage			
18.	Lighting			
19.	Laundry			
20.	Meals/Nutrition			



County of Wellington Domiciliary Hostel Standards

Hostel Extra Features (Appendix A)

Name of Domiciliary Hostel: _____

Date Inspection Completed: _____

Inspection Completed By: _____

Feature	Circle Applicable	Yes	Circle # of points
Safety	Door alarm system		10
	Room call system		5
	Intercom System & Policy in place		5
Transportation	Van used to transport		15
	Provide bus tickets		15
	Car used to transport		10
	Staff members car		5
Location	On a bus route		10
	Within 2 miles		5
Maintenance	Full time person		15
	Part time person		10
	Contractual person		5
Recreation	Full time person		15
	Part time person		10
	Occasional person		5
	Activity program in place		5
Volunteer Programs	Regular volunteers		10
	Occasional volunteers		5
Nursing Services	RN or RPN with meds		
	24 hours		25
	9-16 hours		15
	1-8 hours		10
	PSW		
	24 hours		15
9-16 hours		10	
1-8 hours		5	
Support Programs	Internal & External Supports		25
	Internal Supports		15
	External Supports		10

79	99	119	139	159	179	200
39.37	41.00	42.53	43.45	45.08	46.82	



County of Wellington Domiciliary Hostel Standards

Wellington County Social Services

129 Wyndham St N
Guelph ON N1H 4E9
519-837-2670

Appendix B

DOMICILARY CARE

RESIDENT'S NAME	ADMISSION DATE	DISCHARGE DATE	DAYS ABSENT OR VACATION	# OF DAYS IN HOSPITAL	# OF RESIDENT DAYS	DAILY RATE	GROSS CHARGE	LESS RESIDENT INCOME							TOTAL	NET CHARGES TO WCSS	CREDIT MONTH	TOTAL CREDIT TO DATE
								OAS/GIS	CPP	GAINS	ODSP	ONTARIO WORKS	PRIVATE PENSIONS OR OTHER					
							0							0	0			
							0							0	0			
							0							0	0			
							0							0	0			
							0							0	0			
							0							0	0			
							0							0	0			

THIS STATEMENT IS TRUE AND CORRECT AND I CLAIM \$ _____ 0

MANAGER/OPERATOR _____

DATE _____



NOTES