

The Regional Municipality of Waterloo

DOMICILIARY HOSTEL STANDARDS



December 2009



Region of Waterloo

SOCIAL SERVICES

Social Planning, Policy and Program Administration

Regional Municipality of Waterloo



Region of Waterloo
SOCIAL SERVICES

Domiciliary Hostel Standards

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TABLE OF CONTENTS

1.0	INTRODUCTION	6
1.1	Purpose	6
1.2	Background	6
1.3	Governance	6
1.4	Housing Stability System	7
1.5	Standard Definitions.....	8
1.6	Region of Waterloo Roles	9
1.6.1	Social Planning, Policy and Program Administration.....	9
1.6.2	Employment and Income Support.....	10
1.6.3	Public Health—Environmental Health and Lifestyle Resource	10
1.6.4	Public Health—Communicable Disease Program	11
1.6.5	Summary of Region of Waterloo Roles	11
1.7	The Hostel’s Role.....	11
2.0	GUIDING PRINCIPLES AND VALUES	11
2.1	Guiding Principles.....	11
2.2	Housing Stability System Values	12
3.0	ACCOUNTABILITY	13
3.1	Agreements	13
3.2	New Application Process	13
3.3	Annual Agreement Process	14
3.4	On-Going Monitoring and Accountability	15
3.5	Complaints.....	15
4.0	PROGRAM ADMINISTRATION STANDARDS.....	15
4.1	Eligibility Criteria.....	15
4.2	Home Criteria	16
4.3	Intake Process	16
4.4	Tenant Absence	16
4.5	Confidentiality.....	16
4.6	Tenant Files	17
4.7	Serious or Unusual Incidents/Occurrences	18
4.8	Personal Needs Benefit / Personal Needs Allowance (Process).....	18
4.9	Personal Needs Benefit/ Personal Needs Allowance (Management).....	18
4.10	Staff Qualifications	19
4.11	Staffing Levels.....	20
4.12	Staff Conduct	21
4.13	Insurance	21
4.14	Inspection.....	21
5.0	HOSTEL OPERATIONS STANDARDS	23
5.1	Environmental & Personal Safety.....	23
5.2	Health & Safety	23
5.3	Infection Prevention and Control	23
5.4	Medication Management/ Storage	24
5.5	Telephones	24

5.6	Furnishings.....	24
5.7	Bedrooms.....	25
5.8	Bathrooms/Washrooms.....	25
5.9	Kitchens	26
5.10	Common Areas	27
5.11	Linens.....	27
5.12	Water.....	27
5.13	Heating, Cooling & Ventilation.....	27
5.14	Garbage	28
5.15	Laundry	28
6.0	HOSTEL SUPPORTS STANDARDS.....	29
6.1	Activities of Daily Living.....	29
6.2	Tenant Well-Being.....	29
6.3	Tenancy Agreements	29
6.4	Access to Home	29
6.5	Privacy	30
6.6	Rights & Responsibilities.....	30
6.7	House Meetings	30
6.8	Conflict Resolution	30
6.9	Meals/Nutrition	30
6.10	Menus	31
6.11	Bedrooms (Personal Use).....	31
6.12	Home Entertainment	31
6.13	Transportation	31
7.0	REFERENCES	32

1.0 INTRODUCTION

1.1 PURPOSE

The Regional Municipality of Waterloo Domiciliary Hostel Standards (Hostel Standards) have been created by the Region to provide a set of operational policies, procedures and protocols that ensure the rights, health, safety and personal care of Tenants is protected.

The Hostel Standards incorporate the 40 categories within three program areas identified by the Ontario Ministry of Community and Social Services (MCSS) in the *Domiciliary Hostel Program Framework* (September 2006).

The three program areas identified by MCSS that incorporate the 40 categories are:

1. Program Administration;
2. Hostel Operations; and
3. Hostel Supports.

The objectives of the Region's Domiciliary Hostel Program are to provide:

- a 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 unstructured programs); and
- permanent housing, insofar as it continues to meet individual Tenants support needs.

1.2 BACKGROUND

In the 1950s, municipalities across Ontario began providing financial support for adults who had a low income living in unregulated lodging or boarding homes. By the early 1970s, the Province was

developing more formalized policies to help support adults who had a low income with housing and basic needs. The *Nursing Homes Act, 1974* was one such piece of legislation that gave way to an unregulated boarding house program, which provided subsidies for low income frail/elderly adults who were not yet ready, or eligible, for a long-term care home but required support with the activities of daily living. This program became the Domiciliary Hostel Program. It has remained unregulated and as a result has grown in an unplanned and unstructured way.

The model of longer term housing with supports implemented by Domiciliary Hostels has typically been custodial, where Tenants share bedrooms and bathrooms with other Tenants and take communal meals at scheduled times. Hostels are typically operated by private owners on a for-profit basis.

Since the early 1990s, a shortage of longer term housing with supports for a variety of vulnerable people groups has resulted in the Domiciliary Hostel Program serving a wider range of adults with one or more of the following: mental health issues, physical disabilities, cognitive disabilities and/or substance use issues.

Eligibility for the Domiciliary Hostel Program can generally be considered from two perspectives: the individual's functional ability, including their need for support with activities of daily living, and their need for affordable housing.

1.3 GOVERNANCE

Throughout the 1980s and 1990s several reports were commissioned by provincial associations to address the issues arising

from this type of unregulated longer term housing with supports. Following the death of a Tenant in an unregulated boarding home, the Lightman Commission produced the report *A Community of Interest: The Report of the Commission of Inquiry into Unregulated Residential Accommodation* in 1992. The Commission considered different approaches, but favoured “a multi-faceted approach based on Tenants’ rights with limited legislation to ensure minimum standards” (Regional Municipality of Waterloo, 2007). In 1994, as a result of the Lightman Report, the Province enacted Bill 120: “Residences Rights Bill”, extending rights and protection for Tenants in unregulated residential accommodation under the *Rental Housing Protection Act*, 1990, the *Rent Control Act*, 1992 and the *Landlord and Tenant Protection Act*, 1997. Under those Acts, Hostel Operators were considered landlords and therefore had to follow the prescribed legislation. The current legislation which governs Hostel Operators in their capacity as landlords is the *Residential Tenancies Act*, 2006.

Prior to 1996, Domiciliary Hostels were funded within the General Welfare Act. From 1996-2011 the Region purchased Domiciliary Hostel services under the *Ontario Works Act*, 1997, General Regulation 134/98 pertaining to Emergency Hostels which falls within the *Ministry of Community and Social Services Act*. Funding for Hostels was provided through a per diem. This per diem is cost-shared 80/20 between the Province and the Region, up to the provincial maximum. In addition, eligible Tenants receive a personal needs benefit (PNB) and other mandatory and discretionary benefits legislated through the *Ontario Works Act*. The Region, from time to time, may provide additional one-time funding to Hostels for improvements

and/or to increase tenant quality of life (e.g., Health and Safety Funding).

The Region had Domiciliary Hostel Guidelines in place as early as the 1980s. Based on the Provincial Framework introduced in 2006, these Guidelines were revised to become Standards in 2007 and 2009. These Hostel Standards, endorsed by Regional Council, form the basic criteria to be applied in determining whether the Region will consider and/or continue an Agreement with a Domiciliary Hostel Operator. The Hostel Standards are intended to be in addition to the requirements of any other regulating authority or statute.

As part of the work and commitment through the Provincial-Municipal Fiscal and Service Delivery Review (2008) and the Long Term Affordable Housing Strategy (2010) identified its intention to consolidate the over 20 existing housing and homelessness programs. Phase 1 of the Community Homelessness Prevention Initiative (CHPI) included the Province consolidating the following five homelessness programs under the Ministry of Municipal Affairs and Housing (MMAH) effective January 1, 2013: Consolidated Homelessness Prevention Program (CHPP), Provincial Rent Bank, Emergency Energy Fund, Emergency Shelter Program, and Domiciliary Hostel Program. This change in funding will allow for the Region to use funding in a more flexible manner reflective of community needs.

1.4 HOUSING STABILITY SYSTEM

Domiciliary Hostels form part of the Housing Stability System in Waterloo Region. Within the locally defined Housing Stability System there are two main components: resources that are not

necessarily continuous, and resources that are intended to be continuous. Domiciliary Hostels fit into the category of components that are intended to be continuous, helping to meet the housing needs of people who require affordable housing in conjunction with supports for daily living.

The Housing Stability System is the term adopted to characterize Waterloo Region's response to homelessness. Housing stability is defined using a three-part description, where the term is described in relation to the provision of housing, income, and support.

1. The household must have *housing* that is:
 - considered acceptable by the individual – the element of choice is critical;
 - affordable;
 - physically and geographically accessible;
 - adequately maintained;
 - of suitable size;
 - safe (within the housing itself as well as within the surrounding neighbourhood); and
 - continuous through security of tenure.
2. The household must have sufficient *income* for housing and basic needs.
3. The household must have the opportunity to access the *supports* (formal and/or informal) of their choice, as needed.

1.5 STANDARD DEFINITIONS

“**Hostel**” means a Domiciliary Hostel, as defined by the *Domiciliary Hostel Program Framework 2006* and The Regional Municipality of Waterloo, and as more particularly set out in section four, five, and six in the Hostel Standards.

“**Hostel Program**” refers to the subsidized Domiciliary Hostel Program, as defined in the *Domiciliary Hostel Program Framework 2006*, funded by the provincial Ministry of Community and Social Services and administered by municipalities in Ontario.

“**Hostel Standards**” refers to the policies, procedures and protocols that direct Domiciliary Hostels in the Region.

“**Hostel Services**” refers to room and board, assistance with activities of daily living, and care supports provided by the Hostel Operator to the Tenant.

“**Hostel Operator**” refers to the owner/operator acting for the Hostel in policy and administration.

“**Hostel Staff**” refers to people employed by the Hostel Operator to work in a variety of capacities in the Hostel.

“**Hostel Care Staff**” refers to people employed by the Hostel Operator to work with the Tenants directly providing care.

“**Hostel Volunteer**” refers to people who provide unpaid services in the Hostel and are not being compensated in any way, outside of any expenses incurred as a part of Hostel duties (e.g., mileage).

“**Tenant**” refers to a Tenant of a Domiciliary Hostel, as defined by the *Residential Tenancies Act, 2006*.

“**Province**” means the Province of Ontario.

“**Ministry**” means the Ministry of Community and Social Services of the Province of Ontario.

“**Region**” refers to The Regional Municipality of Waterloo.

“**SPPPA Staff**” refers to staff within the Social Planning, Policy & Program Administration of Social Services at the Region.

“**EIS Staff**” refers to staff within the Employment and Income Support, Special Services and Program Integrity of Social Services at the Region.

“**The Act**” refers to the *Ontario Works Act General Regulation 134/98* pertaining to Emergency Hostels.

“**Disability**” includes any degree of physical disability (such as diabetes, epilepsy, brain injury, paralysis, amputation, lack of physical coordination, visual impediment, hearing impediment, speech impediment, use of a guide dog or other animal or use of a wheelchair or other device), cognitive impairment or developmental disability, learning disability and/or mental health/substance use issue (adapted from *Accessibility for Ontarians with Disabilities Act, 2005*).

1.6 REGION OF WATERLOO ROLES

The Region has identified Hostels as an essential service and one for which it will administer funding. The Region, as the Service System Manager for Homelessness, administers the Hostel Program through Agreements with Hostel Operators and also takes a broader role in the planning, development, coordination and monitoring of the Domiciliary Hostel Program.

Responsibility for the Domiciliary Hostel Program is primarily shared between two divisions of Social Services; Social Planning, Policy and Program Administration (SPPPA), and

Employment and Income Support (EIS). However, two divisions within Public Health also have a role with the Hostel Program —Environmental Health and Lifestyle Resources and the Communicable Disease Control.

1.6.1 Social Planning, Policy and Program Administration

SPPPA is responsible for the planning, development, coordination and administration of the Domiciliary Hostel Program including:

- receiving Hostel Agreement applications;
- facilitating the review of Agreement applications and making recommendations to Council;
- entering into Agreements with Hostel Operators to purchase assistance for people in need of longer term housing with support who are deemed eligible under the Act;
- developing, revising and monitoring Hostel Standards;
- ensuring that all Domiciliary Hostels meet the Hostel Standards and the contractual obligations as set out in the Agreement;
- providing information and influencing public policy related to the local Domiciliary Hostel Program;
- conducting best practices research and ensuring Hostel Operators, to the best of their ability, implement promising principles;
- determining and analyzing the needs of potential and current Tenants residing in the Region;
- managing complaints about Hostel Operators or services provided;
- receiving and tracking all Serious Occurrence Reports;
- liaising with Employment and Income Support staff with respect to Agreements, policies, standards, general concerns; and

- working with and supporting Hostels through:
 - serving as the point of contact for Hostel Operators for all areas outside of Ontario Works financial assistance and billing issues;
 - providing information and assistance to Hostels where appropriate; and
 - organizing and facilitating meetings with Hostel Operators to enhance communication, service co-ordination and to support best practice.

1.6.2 Employment and Income Support

EIS provides direct client service to Tenants. Senior Caseworkers, Hostels determine initial and ongoing entitlement to Ontario Works financial assistance and:

- provide support and information to Tenants and Hostel Operators;
- make appropriate referrals to other government and community agencies;
- assist Tenants to follow through with tasks required to maintain eligibility and entitlement to Ontario Works financial assistance;
- explain processes and help Tenants to apply for all benefits or pensions they may be entitled to receive;
- explain and assist Tenants who wish to appeal decisions of ineligibility for the Ontario Disability Support Program;
- assess eligibility for Employment Start Up Benefits for Tenants who find employment;
- assess eligibility for Community Start-Up Benefits for Tenants who have secured alternate affordable rental accommodation;
- facilitate the transition from the Senior Caseworker, Hostels to the Income Support Services Caseworker who will

- support the person while residing in the community and receiving Ontario Works financial assistance;
- receive monthly invoices from Hostel Operators for per diem and personal needs allowance/benefit;
- review and make necessary revisions before arranging payments for per diem and personal needs payments invoiced monthly by the Hostel Operators; and
- maintain statistical records needed to monitor Hostel occupancy of those eligible under the Act.

1.6.3 Public Health—Environmental Health and Lifestyle Resource

The Environmental Health and Lifestyle Resources Division of the Public Health is responsible for ensuring the existence of safe drinking water, safe food, increased awareness of infection prevention and control practices and reducing exposure to health hazards by:

- conducting an annual inspection(s) of room and board facilities, including Domiciliary Hostels;
- implementing control measures to prevent or reduce exposure to health hazards;
- ensuring compliance with the *Health Protection and Promotion Act* and its' relevant regulations;
- providing support and necessary information to Hostel Operators to create healthy policies related to reducing exposure to health hazards, the application of infection prevention and control measures, safe food handling and safe drinking water; and
- providing support and information to Tenants and Hostel Operators on issues pertaining to environmental health in a timely manner.

1.6.4 Public Health—Communicable Disease Program

The Communicable Disease Program provides surveillance, response and control of:

- reportable diseases (519-883-2007); and
- respiratory outbreaks (519-883-2006 ext. 5506).

1.6.5 Summary of Region of Waterloo Roles

The Region promotes the delivery of safe, accountable and cost-effective services for people who require longer term housing with support. The Region is committed to ensuring that Hostel Program is 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 provide Hostel Operators and Tenants with clear expectations for the provision of Hostel Program in Waterloo Region. All Hostels funded by the Region are expected to follow the Hostel Standards. The Region may, at its discretion, amend or abridge any provision or standard in the Hostel Standards as it applies to a particular Hostel or circumstance, provided that all minimum requirements of any federal, provincial and municipal legislation or other regulatory authority or statute are maintained. As a service system manager, the Region is responsible for ensuring that local Hostels comply with the Hostel Standards.

1.7 THE HOSTEL'S ROLE

The Hostel Operator provides lodging and services to subsidized Tenants in compliance with the Agreement with the Region. In signing the Agreement, the

Hostel Operator agrees to comply with the Hostel Standards, which may, from time to time, be amended by the Region.

The Hostel Operator cooperates with the Region in carrying out the Region's obligations with regards to the Hostel Program, which includes allowing Region staff to enter the Hostel at any reasonable time, with or without notice, in order to observe and monitor the premises, the services provided and Hostel Operations, pursuant to the Agreement and the Hostel Standards.

As part of the Agreement, Hostel Operators are required to provide basic needs as outlined in sections four, five, and six of the Hostel Standards. Hostel Operators may choose to provide additional services at their own expense.

Hostel Operators also agree to comply with all reporting requirements, as identified in the Agreement.

2.0 GUIDING PRINCIPLES AND VALUES

2.1 Guiding Principles

The Hostel Standards are grounded in the following guiding principles and values that promote a philosophy for service provision. These principles and values served as a guide to assist in the development of the Hostel Standards.

1. The Region, the community, and individuals have a shared interest in the appropriate housing of vulnerable adults living in their community.
2. All individuals ages 18 and over who are experiencing homelessness and/or require longer term housing with supports should have access to housing of their choice that meets

- their needs. This right exists regardless of political or religious beliefs, ethno-cultural background, (dis)ability, mental health, substance use, gender identity and/or sexual orientation, legal status or ability to pay.
3. Hostels should provide an atmosphere of dignity and respect for all Tenants and provide services in a non-judgmental manner. Discriminatory and racist incidents or behaviours will not be tolerated.
 4. Hostels should make every effort to provide an environment that fosters a sense of safety.
 5. Hostels should make every effort to provide an environment that fosters a sense of personal control through providing choice and autonomy and building capacity wherever possible.
 6. Tenants should be recognized as being at different places on their life path, requiring different levels of assistance and support from the Hostel Program and other services within the community. At whatever level a Tenant happens to be, they should be recognized as being capable of identifying their own goals and making progress towards these goals. Hostel Staff (in conjunction with other related service providers in the community) should work within their mandate to support Tenants in achieving their goals.
 7. Hostels should be sensitive to and work to accommodate diverse communication needs (e.g., various literacy levels, languages other than English).
 8. Hostels should work towards creating a barrier-free environment for people with all types of disabilities (e.g., hearing and visual impairments, cognitive disability, and physical disability).
 9. Gender identity is self-defined which may or may not correspond with a person's physical appearance. Hostels should accept gender identity as defined by the individual rather than by the perception of staff.
 10. Hostel Staff often have access to detailed and highly sensitive personal information about Tenants. Protecting the privacy and confidentiality of Tenants and their personal information should be of the utmost importance.
 11. All people staying in Hostels are entitled to safe and nutritious food. Hostels shall accommodate special diet needs.
 12. The health and safety of Tenants, volunteers and staff should be of the highest importance in each Hostel. Training, policies, procedures and regular maintenance are intended to encourage, improve and maintain the health and safety of all people residing, volunteering and working in the Hostel.
 13. In order to provide effective Hostel Programs and Services and to foster a sense of personal control, Tenants should be involved/have input in service provision, program planning, program evaluation, and policy development.
 14. It is recognized as important to collect and coordinate data related to Hostel use in our community in order to assess and improve services.
 15. Hostels are part of a larger network of housing stability services and related community networks. Collaboration is important to ensure effective and coordinated services.

2.2 Housing Stability System Values

Hostels, as a segment of the Housing Stability System, share the following

values developed for the local housing stability system. The Housing Stability System is:

- **Accessible:** There are no physical, social, economic, technological or policy-related barriers to housing, income and/or support; the system welcomes everyone in need of these resources.
- **Accountable:** The system is accountable to the individuals and families it serves, to funders, and to the broader community for ending homelessness and promoting housing stability for everyone.
- **Caring:** The system has concern and empathy for the community members it serves.
- **Community Member-Centered:** Community members are the central point of the system. It is understood that people who benefit from housing stability resources also contribute back to the community in meaningful ways.
- **Consistent:** Funding and policies within the system are dependable and equitable.
- **Coordinated:** Communication and referrals within the system are effective and timely.
- **Focused on Building Capacity:** The system emphasizes health and ability rather than illness and disability where possible, and creates opportunities for hope, healing, empowerment and connection with others both at the individual and at the community level.
- **Persistent:** The system is deeply committed to its vision of housing stability for every community member and continually advocates for social justice toward this end.
- **Respectful:** People are not judged for their choices and dignity is maintained at all times.
- **Responsive:** The system is proactive

and readily adapts to the changing needs of community members. People have options and can choose what resources will best meet their needs “where they are at”.

3.0 ACCOUNTABILITY

3.1 Agreements

A Hostel Agreement outlines the contractual obligations of the Hostel Operator and the Region. In order to obtain a Hostel Agreement, a Hostel Operator must demonstrate through the monitoring process to be in substantial compliance with the Hostel Standards, and contractual obligations as outlined in the Hostel Agreement.

Hostel Agreements are generally executed on an annual basis with an expiry date of March 31. The Agreement must be signed by the Hostel Operators’ signing authority/ies and returned to the Region in specified time frame in order to receive per diem funding.

3.2 New Application Process

The Region may from time to time consider new applications for the Hostel Program under the following conditions:

- a. a need exists in the community and there is capacity in the Domiciliary Hostel Program; and/or
- b. a party is interested in purchasing an existing Hostel with an Agreement with the Region.

New applicants in the Hostel Program must be able to demonstrate their ability to be in substantial compliance with the Hostel Standards or have developed a detailed plan to ensure all areas are met within an agreed upon time-frame with SPPPA Staff.

The new application process can be summarized through the following steps:

1. The applicant will meet with SPPPA Staff to review the expectations and requirements of the Hostel Program and receive the Application for Domiciliary Hostel Agreement package.
2. The applicant will complete the application for a Hostel Agreement with the Region, and submit all required supporting information to SPPPA Staff.
3. If the application is complete, a letter will be sent requesting the applicant's presence at:
 - a. a site visit at the facility/home with SPPPA Staff; and
 - b. a interview with the Domiciliary Hostel Review Committee (consisting of Region Staff from Social Services, Finance and Planning, Housing and Community Services).
4. If the Domiciliary Hostel Review Committee is satisfied with the applicant's ability to effectively and safely operate in the Hostel Program, based on the application, site visit and interview, a recommendation will be put forward to Regional Council to grant a Hostel Agreement with the Region.
5. Correspondence will be sent to the applicant with the final decision of Regional Staff.

Note: If the applicant is not recommended, there is an opportunity to appeal or to wait for twelve months before applying again.

3.3 Annual Agreement Process

SPPPA Staff conduct an annual

Agreement process for the execution of the Hostel Agreement before March 31. The annual Agreement process typically consists of the submission and review of the following materials including but not limited to:

- Satisfactory Public Health Inspection Reports including both: Food Safety Inspection Report and Residential Facility Inspection Report;
- Satisfactory Municipal Fire Inspection Report(s); or in the event that the Municipal Fire Department cannot inspect the home alternative documentation will be required (these requirements are to be discussed with SPPPA Staff);
- Certificate of valid Insurance;
- Domiciliary Hostel Calculation of Per Diem Rate Request;
- Financial Information (e.g., audited financial statements, financial reports, revenue/expense statements, etc.);
- Domiciliary Hostel Annual Data Collection Form;
- Business License;
- Occupancy Certificate;
- Any applicable licensing requirements including but not limited to: Boarding/Rooming House License, Retirement Home License, Group Home License, etc.
- Updated Domiciliary Hostel Profile;
- A copy of the most recent Annual Report;
- Updated list of Board of Directors or Shareholders-including their positions on the Board;
- Updates to any documents regarding the by-law or governing documents (e.g., letters of patent, business namestyle, etc.)

To ensure that Hostel Operators are able to provide stable and on-going care to people in need of longer term housing with support in the community, the

Region reviews financial information from Hostel Operators on an annual basis. Information detailed in the “Domiciliary Hostel Calculation of Per Diem Request” and the submitted financial statements forms the basis of the financial assessment.

3.4 On-Going Monitoring and Accountability

An operational review of Hostels will be undertaken at least once a year, or at any time Region staff is concerned that a Hostel Operator is not meeting their obligations outlined in the Agreement, including provisions in the Hostel Standards. Hostel Operators may also request a review or visit.

The review of Hostels is conducted on-site by SPPPA Staff. Any concerns arising from the site visit are discussed in detail with the Hostel Operator and documented in a monitoring report. The monitoring report will outline what was observed during the site visit(s) and highlight any changes required in the Hostel to be in compliance with the Standards.

If the Operator fails to complete and submit compliance requirements by the identified submission dates listed in the monitoring report, the Region may:

1. temporarily suspend new admission of tenants which the Region will subsidize;
2. temporarily suspend monthly per diem payments; and/or
3. terminate the Hostel Agreement.

The Operator must be in substantial compliance with the Standards in order to enter into an annual Agreement with the Region.

3.5 Complaints

1. The Hostel Operator will ensure that:
 - i. Tenants are informed about their rights to report a complaint directly to the Region; and
 - ii. Tenants have access to a phone and the telephone number of SPPPA Staff to report a complaint.
 - iii. Tenants are to be protected against eviction and/or unfair treatment following reporting a complaint.

4.0 PROGRAM ADMINISTRATION STANDARDS

4.1 Eligibility Criteria

EIS Staff determine eligibility for the Hostel Program. To be eligible for a Hostel Program subsidy, a person must:

- a. be over the age of 18;
- b. 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;
- c. have limited financial resources (i.e., income must be below the combined total of the per diem and the personal needs allowance/benefit);
- d. have a mental health issue requiring supports, or have a mental health diagnosis, or exhibit symptoms that are diagnosable and have been documented by a medical doctor, hospital, and referral source; and/or
- e. have a substance use issue requiring supports; and/or
- f. have a physical and/or cognitive/developmental disability, which have been documented by a medical doctor, hospital, and referral source; and/or

- g. be a frail elderly person; and/or
- h. be in need of assistance with the activities of daily living.

4.2 Home Criteria

For the purposes of the Hostel Standards, a Hostel shall be defined as any residence, rest home, retirement home, or boarding/lodging home which, for a fee:

- a. provides permanent 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 or substance use issue, or physical/cognitive/developmental disability; and
- c. provides personal care, supervision and assistance with activities of daily living requiring less than 1.5 hours of care per day.

4.3 Intake Process

- a. The Hostel Operator identifies potential, or current, Tenants that have an inability to pay the requisite hostel rate and require assistance with the activities for daily living.
- b. The Hostel Operator, the Tenant or an agent of the Tenant contacts EIS Staff at the Region.
- c. EIS Staff:
 - i. meet with the Tenant (and his or her agent) to complete an application for assistance;
 - ii. verify the required information received; and
 - iii. advise the Tenant of eligibility for per diem subsidy and the Hostel Operator for inclusion on the monthly invoice.

4.4 Tenant Absence

- a. The Hostel Operator shall advise EIS, in a standard monthly claim form as provided by the Region, of all

overnight absences of individuals subsidized by the Hostel Program.

- b. The Region will pay Hostel Operators for overnight absences up to a maximum of 14 days for vacation and 28 days for medical leave (e.g., for physical problems, mental health and/or substance use issues) within any 12 month period.
- c. The Hostel Operator will not ask the Tenant to leave the Hostel as a result of an absence for vacation or medical treatment that falls within the parameters outlined in 4.4 (b) above.

4.5 Confidentiality

The Hostel Operator agrees to comply with any and all laws regarding the confidentiality of Tenant information. Any release of Tenant information which requires consent must be documented in a consistent form that is signed by the Tenant and witnessed by the Hostel Operator. Disclosures of Tenant information which are made without consent, but which are allowed or required by law shall be documented in the Tenant's file.

The following policies/procedures shall be developed and adhered to by the Hostel Operator and approved by the Region:

- a. storage of records;
- b. disclosure or transmission of Tenant records;
- c. disclosure or transmissions of Tenant information to the police with documentation of the request for disclosure noted on the Tenant's file;
- d. destruction of records of former Tenants (on a retention schedule of ten years);
- e. disclosure of information when there is a risk of harm; and
- f. access by external support providers with Tenant consent.

4.6 Tenant Files

The Hostel Operator shall ensure that there is an individual file for each Tenant living in the Hostel. This file must be maintained in an orderly fashion and reflect up-to-date information regarding the Tenant.

Tenant files must be accessible and available on-site for Region Staff, Hostel Care Staff, Hostel Operators, and Tenants to review at any reasonable time.

The Hostel Operator shall ensure that all Tenant files include at minimum the following information:

- a. the first and last name;
- b. the date of admission into the Hostel;
- c. the date of birth;
- d. the name, telephone number(s), and contact information of the guardian/power of attorney/trustee (when applicable);
- e. the name, telephone number(s), and contact information of next-of-kin or emergency contact person(s);
- f. the Ontario Health Card number; and
- g. an assessment of the Tenant's care needs and a schedule of when care is to be provided;
- h. the medical history, including known allergies, previous surgery or medical procedures, pre-existing medical conditions, and/or any current health issues (e.g., diabetes, high blood pressure, etc);
- i. the name, address and telephone number(s) of the physician and any other medical professionals involved (e.g., psychiatrist, psychologist, optometrist, and dentist);
- j. the record of any hospital/treatment admissions and related dates (when left and returned) while living at the Hostel;
- k. the medical records with documentation of the administration of

- medication by the Hostel Care Staff who administers said medication, and treatment(s) according to physicians' orders (e.g. MARS sheets);
- l. any serious or unusual incidents/occurrence reports involving the Tenant (as outlined in Section 4.7);
- m. the emergency safety information (e.g. if the Tenant requires any assistance to evacuate in case of a fire);
- n. a signed copy of the tenancy agreement in the Hostel Operator's standard form;
- o. a signed copy of the Care Home Information Package (CHIP) with proof that the Tenant has been made aware of it (e.g., signed by the Tenant and the Hostel Operator);
- p. a signed copy of the House Rules with proof that the Tenant has been made aware of it (e.g., signed by the Tenant and the Hotel Operator);
- q. all financial accounting/management details, including the Tenant's PNB record (if applicable);
- r. a Care Plan that considers the Tenant's interests, goals, and changing needs; and documents how the Hostel Operator and Hostel Care Staff intend to support the Tenant while living at the Hostel; and
- s. a signed consent form outlining any provisions of sharing personal information (e.g., signed by both the Tenant and Hostel Operator).

Note: Tenants shall have reasonable access to their personal records. Hostel Operators will handle any request by Tenants for their personal health information in accordance with the Tenant's right of access under the Personal Health Information Protection Act, 2004.

4.7 Serious or Unusual Incidents/Occurrences

The following protocol shall be put into operation by the Hostel Operator or Hostel Care Staff whenever there is a serious occurrence:

1. the Hostel shall report every serious or unusual incident/ occurrence to SPPPA Staff within 24 hours of the occurrence or, if on a weekend or statutory holiday, on the next business day; and
2. the Hostel Operator will ensure that:
 - i. Tenants are informed about their rights to report a serious occurrence directly to the Region; and
 - ii. Tenants have access to a phone and the telephone number of SPPPA Staff to report a serious occurrence directly; and
3. tenants are to be protected against eviction and/or unfair treatment following a serious occurrence report.

Serious or Unusual Incidents/ Occurrences include, but are not limited to the following:

- a. a disaster, such as a fire, extended power failure, or extreme weather damage on the premises of the Hostel;
- b. a assault either physical or sexual of any persons affiliated with the Hostel (e.g., Tenants, all Hostel Staff and Volunteers, Hostel Operator, Hostel Visitor/Guest, and/or community member, etc);
- c. any serious injury of any persons affiliated with the Hostel; requiring medical attention from a hospital, ambulance or medical clinic visit;
- d. any situation where the police are called to the Hostel regarding the actions of Tenants (e.g., violence, property damage, theft, reporting a Tenant as a missing person, etc.);
- e. any complaint(s) from the surrounding

- neighbours or issues related to the Hotel's co-existence in the neighbourhood;
- f. the death of a Tenant;
- g. any allegation of abuse or mistreatment of persons affiliated with the Hostel;
- h. any complaint concerning the operational, physical or safety condition of the Hostel;
- i. any medication errors in administering the prescribed dose to the Tenant; and/or
- j. any outbreak of a communicable or infectious disease(s).

Note: If the Hostel Operator is unclear if a situation qualifies as an serious or unusual incident/occurrence please contact SPPPA Staff immediately to consult.

4.8 Personal Needs Benefit (Process)

The intent of the personal needs benefit (PNB) is to provide personal spending money for the discretionary use of the Tenant. PNB is not intended for the purchase of personal care items that are to be provided by the Hostel Operator (e.g., shampoo, toilet paper, soap, laundry detergent, toothpaste, toothbrushes, hair brushes, combs, razors/shavers, razor blades, shaving cream, and feminine hygiene products).

4.9 Personal Needs Benefit (Management)

- a. EIS Staff ensures that every Tenant is issued, or retains, from his or her income the amount of the personal needs benefit.
- b. If the Hostel Operator and Tenant agree to have the Hostel Operator dispense the PNB, the Hostel Operator is required to keep a record in the Tenant's file that includes a

- running total of the PNB dispensed, and signatures of both the Tenant and Hostel Operator when monies are issued and a comment section for explanation of PNB allowance. Any Hostel Operator dispensing the PNB on behalf of a Tenant is legally responsible for ensuring the Tenant receives the PNB and that the Region can readily monitor PNB dispensing.
- c. If the Hostel Operator administers a Tenant's PNB, the Hostel Operator shall establish and maintain one or more non-interest bearing trust accounts in a Chartered bank, trust company, Credit Union or Province of Ontario Savings Office in which the PNB monies that are received by the Hostel Operator in trust for and on behalf of Tenants are deposited.
 - d. The Hostel Operator makes part or all monies in the trust account available to a Tenant upon request and ensures the Tenant signs in the PNB ledger for receipt thereof.
 - e. The Hostel Operator retains the deposit book, deposit slips, passbooks, monthly bank statements, cheque books and cancelled cheques applicable to a trust account.
 - f. The Hostel Operator will make any/all records pertaining to the PNB of subsidized Tenants and the trust account available to Region Staff for purposes of monitoring, upon request.
 - g. The Hostel Operator will not:
 - i. deposit any money received in trust for and on behalf of a Tenant in an account other than the trust account;
 - ii. use any money in the trust account to pay for services rendered under the Agreement with the Region; and/or
 - iii. co-mingle any monies the Hostel Operator receives pursuant to the Agreement with any monies in the trust account. Where the co-

mingling of monies is unavoidable because such monies have been forwarded to the Hostel Operator in one cheque or by direct deposit monies, the Hostel Operator must deposit it in one bank account in order to negotiate the cheque or direct deposit monies and the Hostel Operator must transfer or deposit the appropriate trust monies into the trust account without any delay.

4.10 Staff Qualifications

- a. The Hostel Operator must hire and retain Hostel Staff and Volunteers that have appropriate qualifications, experience, and ability for working with vulnerable individuals, so as to provide a safe, respectful, positive and supportive environment for Tenants.
- b. The Operator must maintain documentation for all Hostel Staff and Volunteers including evidence of qualifications, experience, orientation, training related to job specific responsibilities in the Hostel.
- c. All Hostel Staff must have completed a Police Records Check with the Vulnerable Sector (a copy of which will be kept on file) following a conditional offer of employment and be cleared by the Hostel Operator to work in the Hostel.
- d. All Hostel Volunteers must have completed a Police Records Check with the Vulnerable Sector (a copy of which will be kept on file) following a conditional offer of volunteer placement and be cleared by the Hostel Operator to volunteer in the Hostel.
- e. The minimum qualifications required for all Hostel Staff and Volunteers working in a Hostel are as follows:

- i. all Hostel Care Staff and Volunteers involved in direct personal care for Tenants must be at least 18 years of age;
 - ii. there must be at least one Hostel Care Staff on duty at all times who has up-to-date First Aid and CPR “A” certification (proof of certification to be maintained on file);
 - iii. all Hostel Staff and Volunteers who are involved with food preparations must have an up-to-date Food Handler Training/ Certification (proof of certification to be maintained on file); and
 - iv. all Hostel Staff and Volunteers must have suitable orientation training in how to work with vulnerable adults, and how to perform their job specific duties in the Hostel, as acceptable to the Region.
- f. It is recommended that all Hostel Staff and Volunteers have:
- i. a 2-step TB skin test, initiated at a minimum within 1 week of their start date;
 - ii. an annual influenza vaccination; and
 - iii. immunization against Hepatitis B and documented immunity (for all Hostel Staff and volunteers who may be exposed to blood or are at risk of injury by instruments contaminated by blood).
- g. It is recommended that a documented immunization history be kept on file for all Hostel Staff and Volunteers. For those receiving Hepatitis B vaccination it is recommended a documented protective antibody level (serum Anti-HBs - ideally measured between 1 and 6 months after completion of the immunization series) be kept on file.
- h. Should it come to the attention of the Hostel Operator, it is his/her

responsibility to ensure that any Hostel Staff or Volunteer who has a communicable disease which might place Tenants and/or other Hostel Staff at risk shall not continue to work in the Hostel until such Hostel Staff and Volunteer is free of the communicable disease.

- i. The Operator will encourage all Hostel Care Staff and Volunteers to participate in workshops or seminars on topics related to their duties (e.g., understanding mental illness, non-violent crisis intervention, care planning, community resources, etc).

4.11 Staffing Levels

- a. The Hostel Operator, acting reasonably, shall ensure a sufficient number of qualified Hostel Care Staff are available at all times to ensure that the health and safety and care needs of the Tenants are maintained at all times.
- b. It is expected that a minimum ratio of Hostel Care Staff to Tenants is 1:20 during the hours of 8 a.m. to 10 p.m. The Hostel Operator may propose an alternative staffing plan to be approved in writing by the Region.
- c. The Hostel Operator must employ at minimum the equivalent to 3 Full Time Hostel Care Staff.
- d. Overnight, there must be one “awake” Hostel Care Staff available at all times to Tenants. The Operator may propose an alternative staffing plan to be approved in writing by the Region.
- e. In situations of single staffing, an “on call” Hostel Care Staff must be reasonably available to provide additional assistance if required.
- f. All Hostel Volunteers must be supervised by either Hostel Staff or Hostel Care Staff at all times and are not to be left alone with Tenants.

4.12 Staff Conduct

- a. Hostel Operators will develop a Hostel Staff code of conduct acceptable to the Region outlining professional behaviour that is expected of all Hostel Staff and Volunteers.
- b. The code of conduct will be provided to all Hostel Staff and Volunteers upon commencing employment at the Hostel and will be posted in a conspicuous place within the Hostel's premises.
- c. The code of conduct must specify that all Hostel Staff and Volunteers are in a position of power in their relationships with Tenants and as such must conduct themselves accordingly.
- d. Hostel Operators and all Hostel Staff and Volunteers are to refrain from developing personal relationships with Tenants, within or outside the home, and are prohibited from entering into sexual relationships with any Tenant.
- e. Policies, procedures and protocols related to threats to the personal safety of all Tenants, particularly those who are most vulnerable, shall be in place in a form acceptable to the Region and shall include, without limitation:
 - i. definitions and indicators of psychological abuse, financial abuse, physical abuse, sexual abuse, threats and neglect;
 - ii. procedures for Hostel Staff to report, document and investigate suspected threats to personal safety;
 - iii. training for all Hostel Staff on violence/abuse prevention; and
 - iv. procedures to deal with aggressive Tenants.

4.13 Insurance

Hostel Operators must maintain insurance coverage as per the

Agreement with the Region.

Hostel Operators will:

- a. hold a policy of public liability and property damage insurance acceptable to the Region, 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 Region and its respective agents, officials, officers and employees as Additional insured's and such insurance shall include the following endorsements: Cross Liability with a Severability of Interests clause; Blanket Contractual Liability; Products and Completed Operations Liability; and Personal Injury Liability;
- c. ensure that all required insurance policies shall be with an insurer licensed to sell insurance in the Province of Ontario and shall include a waiver of subrogation as respects the Region. The Hostel Operator's insurance shall be primary coverage and will not call into contribution any other insurance available to the Region; and
- d. The Hostel Operator shall forthwith provide certificate(s) of insurance to the Region evidencing all required insurance policies and thereafter any renewals thereof and such policies shall contain a provision that the insurer shall not cancel, or materially change coverage without providing the Region at least thirty (30) days prior written notice. The insurance requirements stated herein shall not limit, reduce, or waive any of the Hostel Operator's obligations to indemnify the Region.

4.14 Inspection

Hostel Operators must, on an annual

basis, provide proof that the following inspections of the Hostel have occurred and that any deficiencies noted therein have been rectified.

a. Fire Inspections - All Hostels shall adhere to and comply with the provisions of the Fire Code, made pursuant to the *Fire Protection and Prevention Act, 1997*. The Fire Code will be used to inspect, test and maintain all Hostels. For a full list of regulations, Hostel Operators should refer to the Fire Code or contact their local municipal fire department. Without limiting the foregoing, Hostel Operators, at a minimum, must provide:

- i. an approved fire alarm system designed and installed in accordance with *CAN/ULC-S5.24-01*, as amended, throughout the entire building. Single station smoke alarms shall be installed in each sleeping area. (Unless otherwise approved by the Chief Fire Official);
 - ii. an approved emergency lighting system shall be provided and inspected, tested and maintained throughout the entire building;
 - iii. fire extinguishers;
 - iv. a furnace or boiler room that is separate from the remainder of the building by construction having the required fire resistance rating and be provided with sufficient make-up air to serve the fuel-fired appliances located therein; and
 - v. the required number of exits for each floor level, which exits shall comply with the requirements of the Building Code, made pursuant to the *Building Code Act, 1992*.
- b. The Hostel Operator will ensure that:
- i. all fire hazards in the building are eliminated and that electrical circuits are not overloaded, as per the Ontario Hydro /Electrical

- Safety Authority standards;
- ii. all Hostel Staff are properly trained in the use of fire extinguishers (up-to-date proof of training will be kept on file);
 - iii. all Hostel Staff, Volunteers, and Tenants are made familiar with the fire evacuation and drill procedures for the building. A copy of these procedures shall be posted at minimum on each floor in the Hostel;
 - iv. fire drills are conducted every month (proof of drills will be kept on file); and
 - v. a record of inspection of Fire Equipment is kept on file for a minimum of 2 years.
- c. Building Inspections – No structural alteration to a premises shall be 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; and
 - iii. Municipal Fire Department.
- d. Health Inspections – Hostel Operators must comply with regular (minimally once per year) health inspections, conducted by Public Health Inspectors from the Region.

5.0 HOSTEL OPERATIONS STANDARDS

5.1 Environmental & Personal Safety

- a. The Hostel Operator must ensure the premises comply with all applicable provisions of the Ontario *Building Code Act*, 1992 and the regulations made pursuant thereto, including but not limited to:
 - i. structurally sound handrails on all stairways;
 - ii. requirements for accommodating people with physical disabilities (e.g., grab bars or similar devices for each bath tub and each toilet) as determined by Tenant needs;
 - iii. non-skid finishes and coverings on all floors and stairways;
 - iv. surfaces shall be constructed and arranged as to permit thorough cleaning and maintaining of the home in a clean and sanitary condition; and
 - v. all flooring in the Hostel shall be maintained in good working condition and be cleaned thoroughly on a weekly basis, or as needed.
- b. The Hostel shall provide a quiet environment for Tenants, ensuring noise levels are within a safe range that does not disturb Tenants, as reasonably determined by the Region.
- c. Policies and procedures must be in place to deal with emergencies, in a form acceptable to the Region, including, but not limited to, an emergency plan that clearly defines the roles and responsibilities of Hostel Staff and Tenants if an emergency occurs (e.g., medical emergencies, fire, flood, loss of essential services, extended service disruption, power failure extreme weather conditions,

and pandemic/disaster, etc.).

5.2 Health & Safety

- a. The Hostel Operator shall ensure that health and safety policies and procedures, in a form acceptable to the Region, are in place related to:
 - i. weapons in the home;
 - ii. infection prevention and control, including but not limited to, hand hygiene, respiratory etiquette, routine practices and additional precautions, safe handling of sharps, environmental services including cleaning and sanitation and reporting and management of communicable diseases;
 - iii. precautions for violent behaviour/diffusing difficult situations;
 - iv. safe storage and disposal of hazardous materials;
 - v. safe handling of soiled laundry and other materials; and
 - vi. pest control.
- b. All premises shall be maintained in compliance with all applicable Legislation and Regulations thereto and municipal by-laws including, without limitation, the *Health Protection and Promotion Act* and the *Occupational Health and Safety Act*.
- c. It is recommended that Hostels have a First Aid Kit available that is located in a safe and easily accessible location. The First Aid Kit should be checked and updated on a regular basis.

5.3 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 prevention 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;
- d. cleaning schedules should be posted in each area to be cleaned along with specific directions as to the frequency of cleaning and the type of product to use; and
- e. report gastrointestinal outbreaks to Public Health by calling 519-883-2008 ext 5174.

5.4 Medication Management/ Storage

The Hostel Operator shall develop policies and procedures for the safe management/handling of Tenant medication that supports the safe and accurate administration of medication, in a form acceptable to the Region, including, but not limited to, the following:

- a. the administration of prescription drugs must be done by the Hostel Operator or a fully trained Hostel Staff person;
- b. administered prescription drugs will be kept in a drug cabinet that is locked at all times;
- c. administered 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);
- e. any trained unregulated Hostel Care Staff will administer medications from a dosette medication system which

- has been developed and maintained by a pharmacist;
- f. administered medications will be documented on the client record and will include the following: client identifiers, medication name, dose, route, time and signature of person administering the medication;
- g. the reporting of medication errors and adverse reactions;
- h. needles/sharps/syringes/vials/ampoules will be safely disposed of in appropriate puncture resistant biohazard containers immediately after use;
- i. needles/syringes will not be capped but placed immediately in puncture resistant biohazard containers;
- j. biohazard containers will be clearly marked and disposed of according to the Region's Public Health standards for biohazardous waste;
- k. unused/out-dated medications will be returned to the pharmacist who supplied the medication; and
- l. over the counter drugs (laxatives, headache medication, etc.) will be kept in a safe location, available only to appropriate Hostel Care Staff for administration.

Note: Consultation for any of the above is available from the hostel's pharmacy.

5.5 Telephones

- a. The Hostel Operator shall ensure reasonable access to a telephone for local calls (non-pay) for Tenants.
- b. Hostel Staff will provide reasonable opportunities for Tenants to make private local phone calls.

5.6 Furnishings

The Hostel Operator shall:

- a. provide comfortable bedroom and common area furnishings that are in 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 a bedside or overhead light for each Tenant;
- e. ensure there is space for the personal effects of each Tenant;
- f. provide a flame retardant and moisture resistant material covering for each mattress;
- g. ensure bedding is laundered either weekly or upon soiling or when bed occupancy changes; and
- h. ensure furniture and personal storage spaces are cleaned upon change of occupancy.

5.7 Bedrooms

The Hostel Operator shall ensure that:

- a. a bedroom for each Tenant has a minimum of 6.96 sq. metres (75 square feet) of floor space (excluding closet space);
- b. a maximum of two (2) Tenants per bedroom;
- c. in shared rooms, 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. smoking is prohibited in any Tenant bedroom, as per the *Smoke-Free Ontario Act*; and
- g. bedrooms are to be cleaned, by Hostel Staff or the Tenant, on a weekly basis.

5.8 Bathrooms/Washrooms

Each Hostel Operator will ensure:

- a. toilet facilities are provided in the ratio of one wash basin, one flush toilet and one bath tub or shower for every eight Tenants;
- b. at least one bathroom, toilet and shower room shall be of a type that is suitable for use by persons who have a physical disability, 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 Tenants;
- d. a separate staff washroom is provided when more than four Hostel 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 have 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. carpeting is not permitted in any bathroom;
- 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 upon soiling;
- j. private bathroom fixtures are cleaned and sanitized at least once per week;
- k. shared bathtubs and showers are cleaned and sanitized after each use;
- l. bathroom/washroom facilities are equipped with:
 - i. a supply of toilet paper;
 - ii. a non-absorbent receptacle which can be cleaned and adequately contain disposable waste material;
 - iii. a posted sign outlining best practices for hand hygiene;
 - iv. a sufficient number of hooks or bars for each Tenant to store a towel and face cloth (alternatively,

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900562_e.htm

5.10 Common Areas

- a. A sitting room(s) shall be provided for Tenants and their visitors.
Consideration shall be given to the comfort of non-smokers (e.g., outdoor smoking area) and Hostels shall ensure smoking only occurs in a designated area, the location of which must be approved by the Region.
- 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 (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. There shall be a sufficient number of exits with appropriate travel distances to those exits. Two or more exits shall be provided for common rooms with more than 60 persons.

5.11 Linens

Hostel Operators will provide clean towels, wash cloths and bed linens to each Tenant which shall 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.

5.12 Water

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

- a. conforms in quality to the *Guidelines for Canadian Drinking Water Quality, established by the Federal-Provincial-Territorial Committee on Drinking Water* and published by Health Canada, as amended from time to time;
- b. is compliant with all applicable Legislation and Regulations thereto including, without limitation, the *Ontario Drinking-Water Quality Standards* made pursuant to the *Safe Drinking Water Act, 2002*; and
- c. 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.

5.13 Heating, Cooling & Ventilation

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.

- a. Every room shall be adequately ventilated by natural or mechanical means so as to remove excess heat, humidity and odours.
- b. 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; and
 - iii. Other Rooms –adequate ventilation shall be provided.
- c. A fly screen shall be provided on all windows that open.

5.14 Garbage and Pest Control

- a. All garbage shall be removed from the building daily, stored and disposed of in a manner satisfactory to the local municipality.
- b. All garbage containers must be cleaned and disinfected regularly and be stored in receptacles which are:
 - i. insect and rodent proof;
 - ii. water tight; and
 - iii. provided with a tight fitting cover.
- c. Combustible debris shall be stored in a fire proof container outside the building.
- d. Adequate protection must be observed against the entrance of insects, vermin, and rodents.
- e. An approved sewage disposal system shall be provided and maintained to comply with applicable Legislation and Regulations.
- f. It is recommended that the Hostel have a contract with a licensed pest control operator and have a scheduled inspection and treatment plan in place.

5.15 Laundry

- a. The laundry room shall be finished so that all surfaces are readily cleanable.
- b. Provision shall be made for the separation of soiled and clean laundry during collection, sorting and storage of laundry.
- c. All soiled linen should be handled with a minimum of agitation and shaking prior to laundering.

- d. It is recommended that each Tenant have a separate laundry hamper.
- e. Personal protective equipment including gloves, mask and gown must be used when handling clothing that is contaminated with blood or other body fluids. Heavily soiled linen or clothing should be rolled or folded to contain the heaviest soil in the centre of the bundle. Large amounts of solid soil, faeces or blood clots should be removed from the linen or clothing with a gloved hand and toilet tissue and placed in the toilet for flushing. Excrement should not be removed by spraying with water. Soiled laundry should be placed in a laundry bag at the site of collection, tied and taken directly to the laundry room. Laundry bags should be washed after each use and can be washed in the same cycle as the linen contained in them.
- f. Laundry equipment shall be cleaned on a regular basis, as per manufacturers' instructions (e.g., cleaning of lint screens, vent/duct to the exterior wall).
- g. The laundry hamper should be made a non-absorbent material that can be cleaned and sanitized.
- h. Bed linens will be changed and laundered at least once per week or upon soiling, or upon the Tenant leaving the Hostel.
- i. Bath linens will be changed and laundered daily.
- j. Personal laundry will be done for Tenants who are not able to do it themselves at least once per week.
- k. Tenants may, if able, do their own laundry. If the laundry machines are coin operated, the Hostel Operator will provide a reasonable number of tokens/coins to Tenants for weekly laundry (e.g., three loads/week).

6.0 HOSTEL SUPPORTS STANDARDS

6.1 Activities of Daily Living

Further to the provision of accommodation and meals, Hostel Operators shall provide such assistance and supervision as is reasonably required for the Tenant to carry out activities of daily living. Such assistance/supervision should include, but is not be limited to:

- a. assistance with taking medication;
- b. regular housekeeping of common areas and bedrooms;
- c. personal laundry; and
- d. personal hygiene/care.

6.2 Tenant Well-Being

Hostel Operators must provide support to facilitate Tenants' well-being, including, but not limited to:

- a. the maintenance of privacy and personal dignity;
- b. the development of an individual program plan that considers the Tenants' interests and changing needs (e.g. regular opportunities for leisure and recreational activities, mental stimulation, skill development through referral and support to connect with community services);
- c. reasonable access to health and social services;
- d. reasonable access to a physician, and that each Tenant is examined by the physician at or soon after the time of admission;
- e. reasonable access to other supports/health care professionals as required (e.g. mental health and/or substance use issues, medical issues, dental, services provided by Community Care Access Centre, etc.);
- f. building and maintaining partnerships with community support systems; and
- g. discharge planning when a Tenant

moves from the Hostel for the following reasons:

- i. able to move to independent housing;
- ii. evicted; or
- iii. not fitting into the Hostel (e.g., there is not a good "fit" with other Tenants or services available).

6.3 Tenancy Agreements

- a. The Hostel Operator must enter into a standard written tenancy agreement in a form acceptable to the Region with each subsidized Tenant. A copy of the tenancy agreement template will be on file with the Region and any changes made will be forwarded to the Region immediately.
- b. The tenancy agreement must be signed by the Tenant, retained in the Tenant's records and a copy provided to the Tenant as per the *Residential Tenancies Act, 2006*.
- c. The Hostel Operator must ensure that the Tenant understands what is in the tenancy agreement, which may involve providing translation, using plain language or oral recitation of the details.

6.4 Access to Home

The Hostel Operator will have a protocol for reasonable 24 hour access for Tenants to the Hostel, which must be acceptable to the Region and included in the tenancy agreement. The protocol will include the following information:

- a. times that the Hostel is open and not open (e.g., locked for the night);
- b. how to gain access after the Hostel is locked for the evening;
- c. who has access and when (e.g., friends, family and community workers); and
- d. circumstances under which access will be denied and the proper authorities notified.

6.5 Privacy

The Hostel Operator:

- a. must accommodate the Tenant's right to privacy as outlined in the *Residential Tenancies Act, 2006*; and
- b. is entitled to enter a Tenant's room or unit only in accordance with the provisions of the *Residential Tenancies Act, 2006*.

6.6 Rights & Responsibilities

Tenant and Hostel Operator rights and responsibilities shall be adhered to as legislated in the *Residential Tenancies Act, 2006*.

6.7 House Meetings

The Hostel Operator shall offer regular house meetings on a monthly basis, or provide an alternative method of communicating with tenants approved by the Region. The purpose of the 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 the Hotel Operator and Hostel Staff;
- c. have a forum for information sharing;
- d. have an opportunity for mediation, and resolution of Tenant disputes within the home;
- e. build skills (e.g., participate in establishing the agenda for the house meeting and facilitate house meetings, with the encouragement and support of the Hostel Operator and Hostel Staff); and
- f. Minutes will be taken for each monthly meeting and kept on file at the Hostel.

6.8 Conflict Resolution

The Hostel Operator:

- a. must establish protocols for conflict resolution between the:
 - i. Hostel Operator and the Tenants;
 - ii. Hostel Staff and Tenants; and
 - iii. Tenants and Tenants. Such

protocols must be acceptable to the Region and included in the tenancy agreement; and

- b. must maintain positive relations with:
 - i. the surrounding neighbourhood; and
 - ii. Tenant service providers through implementation of individualized Hostel engagement plans/protocols established by the Hostel Operator, which must be acceptable to the Region.

6.9 Meals/Nutrition

- a. The Hostel Operator shall provide Tenants three (3) meals per day, scheduled at times convenient to the majority of the Tenants. Desirable times are:

- i. **Breakfast:** not before 7:30 a.m. and no later than 8:30 a.m.;
- ii. **Noon Meal:** not before 12:00 p.m. and no later than 1:00 p.m.; and
- iii. **Evening Meal:** not before 5:00 p.m. and no later than 6:00 p.m.

- b. 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 (e.g. higher caloric need, nausea).

- c. The Hostel Operator will provide meals which are healthy, appetizing, cooked and stored at the correct temperature, as per the Ontario Food Premises Regulations, under the *Health Protection and Promotion Act*.

- d. The Hostel Operator shall ensure that meals will meet any special needs of Tenants requiring a special diet for treatment or maintenance of good health as per doctor's note (e.g., hypertension, diabetes, allergies, weight loss, and difficulties with swallowing or chewing, etc.).

- e. The Hostel Operator shall provide fresh fruit and vegetables at least

once per day.

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

6.10 Menus

- a. The menu will offer one main meal/day which is a hot entrée, served at noon time or in the evening.
- b. The Hostel Operator shall ensure menus conform to Canada's Food Guide with the goal of providing food and nutrition essential for good health.
- c. Six to eight cups of a variety of fluids shall be planned into the daily menu pattern. Additional fluids will be made available according to Tenants' needs during the day in cases of illness or high temperatures.
- d. The Hostel Operator shall post a seven day menu plan for the week in the dining room and ensure to keep the weekly menu plan updated. Every menu shall bear the date of posting and shall be retained on file for 90 days following such date.

6.11 Bedrooms (Personal Use)

The Hostel Operator will ensure that Tenants can use their bedroom for personal use throughout the day.

6.12 Home Entertainment

The Hostel Operator will ensure that:

- a. tenants have access to television, radio and video/DVD players; and
- b. protocols are in place so Tenants know when they can have access to the home entertainment items.

6.13 Transportation

The Hostel Operator will provide transportation or bus tickets to Tenants for:

- a. medical, dental, optical, mental health or substance use issue related

appointments and/or other health professionals; and

- b. assistance with personal shopping.

If a Tenant has regular appointments/programming (e.g., for mental health/substance use issues or medical reasons) she/he may be eligible for assistance from Ontario Works. The Hostel Operator should assist the Tenant to access this support by contacting EIS Staff.

The Hostel Operator will assist Tenants to access reduced fare bus passes from the Region Transit Authority.

Note: The Hostel Operator shall ensure that the Hostel is maintained and operated in compliance with all federal, provincial and municipal legislation, regulations, by-laws, rules and guidelines. Any reference to a statute herein is to such statute and to the regulations made pursuant to such statute as such statute and regulations may at any time be amended or modified and in effect and to any statute or regulations that may be passed that have the effect of supplementing or superseding such statute or regulations.

7.0 REFERENCES

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