

CARE AND SERVICE EXPECTATIONS

Basic Care Programs and Services

The *Long-Term Care Home Act, 2007* states that every licensee of a long-term care home shall ensure the following care and services are available at no additional cost:

1. Nursing and personal support services. Nursing and personal care including care given by or under the supervision of a registered nurse or a registered practical nurse, the administration of medications and assistance with activities of daily living. "Personal support services" means services to assist with the activities of daily living, including personal hygiene services, and includes supervision in carrying out those activities.
2. 24-Hour nursing care
3. Restorative care that promotes and maximized independence and where relevant to the resident's assessed care needs, includes but is not limited to, physiotherapy and other therapy services which may be either arranged or provided by the licensee.
4. Recreational and social activities the meet the interest of the residents and includes services for residents with cognitive impairments and residents who are unable to leave their rooms.
5. Dietary services and hydration the meet the daily nutrition and hydration needs of the residents. Residents are provided with food and fluids that are safe, adequate in quantity, nutritious and varied.
6. Medical services including information and assistance in obtaining goods, services and equipment that are relevant to the residents' health care needs but are not provided by the licensee (excluding financial assistance).
7. Religious and spiritual practices to ensure that residents are given reasonable opportunity to practise their religious and spiritual beliefs and to observe the requirements of those beliefs.
8. Accommodations services which include an organized program of housekeeping, an organized program of laundry services to meet the linen and personal clothing needs of the residents and an organized program of maintenance services for the home.
9. Volunteer program for the home that encourages and supports the participation of volunteers in the lives and activities of the residents.