

**COMMUNITY CARE PETERBOROUGH****Standards, Policies, and Procedures**

Policy Name: Eligibility Criteria

Policy Number: CLI-1-10

Date Approved: March 15, 2005

Date Reviewed/Revised: Nov 27, 2002;

Oct 19, 2018

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**SCOPE**

All employees.

**RATIONALE**

To ensure that services are widely and equitably available to seniors and adults with physical challenges and their caregivers while ensuring that legal, ethical, and practical obligations are addressed.

**POLICY**

Community Care Peterborough will maintain clear eligibility criteria for services that support the agency's vision, mission, and values. Each situation will be assessed uniquely and health outcome will determine priority.

Unless otherwise indicated by program-specific criteria, to be eligible for service individuals must be residents of the Peterborough City and County sub-region and be 1) 60 years of age or older or 2) 18-59 years old and living with a physical challenge.

Community Care Peterborough acknowledges that rural catchment areas may need to serve individuals outside of the Peterborough City and County sub-region in cooperation with neighbouring community support service agencies. Most services are not available to individuals residing in long term care homes and are assessed on a case-by-case basis.

**PROCEDURES****Determining Eligibility**

1. The Coordinator will determine eligibility during the intake and assessment process. Coordinators will ensure applicants meet the criteria for service provision applicable to the agency as a whole and to the specific program(s) requested.
2. The Coordinator may request additional information or confirmation from a health care professional to ensure eligibility for some programs.
3. During assessment of eligibility the Coordinator will take the following into consideration:
  - a) The safety of clients, volunteers, brokered helpers, and others; and

- b) transitional support and continuity of service for clients who reside or move into a retirement residence.
- 4. Clients unable to pay the full cost of service will be recommended for subsidy by the Coordinator in accordance with policy CLI-1-50.

**Program-Specific Criteria****5. Brokered Home Help and Home Maintenance**

- a) Generally, the job is beyond the individual's or their caregiver's capability to undertake or arrange themselves; and
- b) jobs are not intended to support other members of the client's household and are limited to the client's living quarters.

**6. Exercise and Falls Prevention Classes**

- a) Individuals must be 55 years of age or older; and
- b) the Supervisor and/or Instructor will assess and evaluate the individual's ability to participate safely and make recommendations accordingly; and
- c) individuals must sign a waiver absolving CCP of responsibility for any consequence of the activity and/or a statement that they have discussed participation with their health care professional.

**7. Fitness Classes**

- a) Individuals must sign a waiver absolving CCP of responsibility for any consequence of the activity and/or a statement that they have discussed participation with their health care professional.

**8. Foot Clinic**

- a) Individuals must not require foot care that extends beyond basic skin care and toenail trimming.

**9. Friendly Visiting**

- a) Individuals are typically socially or physically isolated and interested in engaging in a friendly relationship with a volunteer;
- b) priority is given to individuals living alone or with someone who is unable to meet their social needs;
- c) the individual must agree to a home visit by the Coordinator;
- d) the Coordinator must determine that the home environment is suitable for a volunteer;

- e) the Coordinator must determine that the client does not have any physical or cognitive limitations or responsive behaviours that would put a volunteer at risk; and
- e) telephone friendly visits may be suggested as an alternative when in-home visits are not suitable or while a client waits to be matched with a volunteer.

**10. Home at Last**

- a) Intended to support individuals who are aging, frail, or have special needs, and would benefit from additional support settling in at home following a stay;
- b) adults 18 years of age and older who are being discharged home to the Peterborough City and County sub-region after a visit to the Emergency Department or admission as an inpatient at a hospital;
- c) individuals must ambulate independently or require no more than a 1-person assist. Exceptions are only made when a client requiring a 2-person assist is able to safely travel in an accessible vehicle and is being settled at a long term care residence or retirement home where their staff are performing the transfer; and
- d) priority is given to referrals that indicate a greater need for personal support during the settlement.

**11. Home First**

- a) Hospital patients 18 years of age and older who require short-term funding for individualized supports to optimize well-being in support of a safe and timely discharge; and
- b) referrals are managed by the Central East LHIN Home and Community Care Coordinators.

**12. Meals on Wheels**

- a) Individuals must be able to safely store and heat meals; and
- c) if meals are to be delivered, individuals must agree to be home for the delivery or advise the office to make alternate arrangements.

**13. Personal Distress Alarm**

- a) Individuals must be physically and cognitively capable of using the personal alarm system;
- b) in most cases individuals are required to have at least one emergency contact within a short distance with access to the their home; and
- c) individuals living on a fixed income may be eligible for a loaned alarm.



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**14. Telephone Reassurance**

- a) Individuals must be isolated or at risk of isolation;
- b) Wherever possible, individuals will have at least two emergency contacts, one of whom has access to the client's home; and
- c) requests for medication reminders will be considered on a case by case basis.

**15. Transportation – Volunteer Supported**

- a) Individuals must be able to use CCP Transportation safely, including the use of conventional vehicles with minimal assistance from the driver;
- b) the ability to provide service to clients using mobility aids is dependent on the availability of appropriate volunteer-owned vehicles;
- c) individuals with significant cognitive limitations may be asked to use the service with an attendant to support them;
- d) individuals must be able to use a seatbelt unless they have a letter from a medical professional that use of a seatbelt is medically contraindicated; and
- e) priority for service is given to individuals with medical appointments.

**15. Transportation – Community Care Van**

- a) The individual's needs cannot typically be met by volunteer supported Transportation services;
- b) CCP reserves the right to request verification of physical need from a medical professional; and
- c) priority for this service is given to individuals who cannot access conventional transportation.

**16. Transportation – Caremobile**

- a) Individuals must have a permanent residence in the County or have recently moved into the City and are still receiving medical service in the County;
- b) CCP reserves the right to request verification of physical need from a medical professional; and
- c) priority for this service is given to individuals who cannot access conventional transportation.

**17. Transportation – Access to Primary Care**

- a) Individuals without caregiver support living with mobility and/or cognitive needs that cannot be supported by a volunteer driver; and
- b) requires physical, cognitive, emotional, or personal care support during the appointment.

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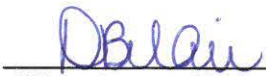
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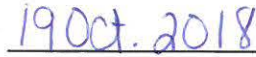
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Approved: \_\_\_\_\_



(Signature – Executive Director)

Date: \_\_\_\_\_

**REFERENCE**

CLI-1-20: Client Intake and Assessment

CLI-1-50: Client Subsidy Fund

PG-1-10: Diners' Club

PG-3-10: Friendly Visiting/Telephone Friendly Visiting

PG-4-10: Health Clinics

PG-5-10: Exercise and Falls Prevention

PG-6-10: Brokered Services

PG-7-10: Home at Last

PG-8-10: Home First

PG-11-10: Meals on Wheels

PG-13-10: Personal Distress Alarm

PG-15-10: Health and Wellness

PG-17-10 Telephone Reassurance Checks

PG-18-10: Transportation Services

