

# UNDERSTANDING SENIOR LIVING CARE OPTIONS IN ONTARIO

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We've distilled senior care information down to the essentials to help you find the right fit for you.

**AMICA**

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SENIOR LIFESTYLES

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FINDING THE RIGHT  
SENIOR CARE IS  
LIFE-CHANGING

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## Make life better for you and your family with this guide to care options for Ontario seniors

It didn't take long for Deborah to be reassured that her 86-year-old mother, Matilda, was happy with her decision to move out of her home to Assisted Living at Amica. "While I was visiting, one of the staff was covering my mother with a blanket and my mother gently squeezed the caregiver's hand to say thanks," says Deborah. "It made me realize just how much my mother loves living at Amica."

Having assistance with everyday tasks can improve your life in ways it may be difficult to imagine. Once you decide to have support, you'll discover that Ontario offers many choices, from home care to nursing homes to retirement residences. Think of this care guide as a road map: you'll learn what's out there so you can figure out how various options align with your needs and values, and you'll discover how Amica stands out for its unparalleled offering of flexible, personalized care.

At Amica, we believe all residents deserve peace of mind in having care when they need it. A majority of our Independent Living residents can manage daily living tasks on their own, but if they do need some assistance, they receive support in the comfort of their suite without the need to move. Residents who need ongoing support with tasks like dressing or bathing are served with the same respectful, professional timely care in Assisted Living. Residents can live well with dementia thanks to support from a dedicated Memory Care team.

Regardless of what you decide, we hope this guide helps you find assistance and peace of mind.



# RETIREMENT LIVING IS NOT LONG-TERM CARE

## Get to know the differences between private-pay residences and government-subsidized long-term care in Ontario

When seniors need help with health care, personal care, homemaking and other support services, they can choose between private-pay or government-subsidized care. In the Province of Ontario, private retirement residences are bound by the same regulations as publicly funded facilities.

### PRIVATE PAY SENIOR CARE Private retirement homes

Seniors pay room and board to live in a safe, comfortable environment designed to feel like a home instead of a hospital. Amica residences are not publicly funded.

**Accommodation:** Residents rent private, condo-size suites ranging in size from a studio or a multi-bedroom suite to a townhome. Basic retirement homes might include a TV room and simple recreational games; premium residences like Amica offer a lifestyle with numerous activities, entertainment, excursions and social events along with resort-style amenities (indoor pool, hair salon, scheduled transportation, etc.)

**Care:** Monthly care is individualized, with the care fee based on the level of assistance required. Not all retirement homes can accommodate complex medical conditions: ask at the residence you're considering.

- **Independent Living** residents require little or no assistance with daily living.
- **Assisted Living** residents can make their own decisions but need help with specific daily living activities.
- **Memory Care** provides specialized care for people with dementia (learn more on page 9).
- **End-of-life care** is provided by many retirement homes for their residents.

**Costs:** Retirement homes may or may not publicize monthly fees since costs vary greatly depending on care needs, suite size, residence location, amenities, etc. To understand what's included, schedule a tour.

### PUBLICLY FUNDED SENIOR CARE Long-term care and nursing homes

**Care:** Seniors assessed as being too frail to care for themselves will have 24-hour supervision and care for complex medical conditions that may require complicated equipment (IV, respirators), narcotics, etc. Long-term care homes typically offer **respite care, palliative care** and **end-of-life care**.

**Accommodation:** Just like in a hospital, long-term care facilities offer single, semi-private or ward rooms. Basic meals, housekeeping and recreation are included.

**Costs:** Based on room type, nursing home costs are fixed by government regulation. Seniors pay for their room and board while the Ontario government covers the nursing and personal care portion of the monthly fee.

### HOME CARE

Home care can provide housekeeping, personal care or medical support for seniors who wish to remain at home. Those who don't qualify for government-funded home care can pay privately. Learn more about home care on page 6.

### ADULT DAY PROGRAMS

Adult day programs provide respite for caregivers and group activities for seniors who are frail, cognitively impaired or socially isolated. Some publicly funded programs are free and others require a nominal fee.

# WHEN IS ASSISTED LIVING NEEDED?



## A registered nurse shares common signs a senior may benefit from support

Charles's friends had arrived to visit for lunch when they found him injured from a fall and lying unconscious on the floor. Depressed after his wife died, he'd stopped eating well, become dehydrated and wasn't managing his diabetes. After weeks in hospital, his doctors determined it was unsafe for Charles to live alone: he wouldn't be released until he had full-time care or moved to a retirement home, where he's now living happily in Assisted Living.

In hindsight, there were signs that Charles was having difficulty coping. Waiting for a crisis left his family scrambling and he had to settle for whatever was available. Proactively arranging for home care or researching senior living before an emergency means you can choose based on your priorities and lifestyle. "There are so many advantages to making the decision to move before an emergency," says registered nurse Paulette Kinsella, a Regional Director of Wellness for Amica.

## 8 signs a senior may need Assisted Living

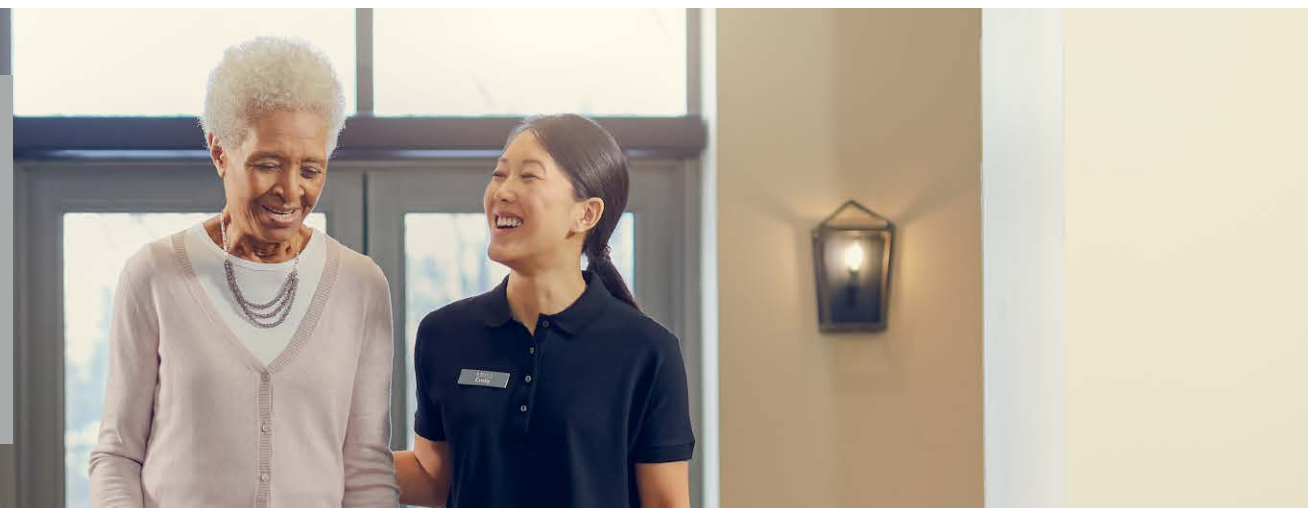
- Is your parent or loved one eating well? Do their clothes fit? Is food rotting in the fridge?
- Is your parent safe? Are they remembering to lock their doors? Giving out private information over the phone? Turning off the stove?
- Are they paying the bills or is there a stack of unopened mail?
- Are they wearing clean clothes and taking care of toileting, grooming and personal hygiene?
- Is their environment clean in a way that is typical for them?
- Are they managing medications appropriately? If not, it can lead to dangerous complications.
- Slowing down normal social activities is reasonable, but has your parent stopped engaging and become lonely or isolated? Has weather or illness contributed or are they becoming overwhelmed by the effort required to plan or attend social outings?

- Do they appear depressed? Grief is normal after a death but a prolonged depression is worth a conversation with their physician.

If you're concerned, share your worries with your loved one and listen to their side. Discuss which services would be most helpful. Possible solutions include additional family support, outside services, home care or, depending on the complexity of medical care required, a retirement home or long-term care home.

"As children of aging parents, we want them to be cared for as we ourselves would do," says Kinsella. "At Amica, our goal is to mirror a senior's day at home as much as we possibly can. We do so in beautiful surroundings with amazing food, the opportunity to socialize with a peer group and support available 24/7 to assist them wherever needed. It truly is peace of mind."

# WILL YOU CHOOSE HOME CARE OR SENIOR LIVING?



## Home care providers can help families cope; senior living can help families thrive

### Senior living vs home care

When a parent's daily need for assistance outstrips a family's ability to provide care, the first step is often hiring a home caregiver. While staying at home is a priority for some, it's important to consider the how well the arrangement is working for the seniors and family members. Is home care enriching your parent's life or just helping them get by?

### Benefits of hiring a senior caregiver

- Allows older adults to stay in their homes longer with a caregiver providing transportation, household help, cooking, cleaning, personal care, etc.
- A senior is not alone for the hours the caregiver is present.
- Care can be flexible and provided when seniors need it, or when family members are unavailable.
- Depending on needs, staying at home can be more affordable than moving to senior living.

### Drawbacks of home care

- Seniors will not have around-the-clock assistance as they would in a seniors' residence.
- The home may need to be equipped with assistive devices such as ramps, grab bars, etc.
- Caregivers arriving late could prove challenging for seniors who need continence assistance.
- If families hire a private caregiver (instead of an agency), they become an employer responsible for screening, hiring, training, establishing standards, covering absences and making deductions for CPP, taxes and employment insurance.
- Local caregivers may not offer necessary services depending on where your parent lives.
- If your parent has a medical crisis, chances are their home lacks the emergency equipment commonly found in retirement residences.

### 7 benefits of Amica versus home care

A senior living lifestyle would be difficult to duplicate even with the most experienced and attentive live-in caregiver:

- Fresh nutritious meals prepared by chefs
- Social atmosphere: dine, socialize, volunteer or join activities with peers to develop friendships and a sense of community
- Take advantage of services provided by a team of experienced staff (recreation, dining, housekeeping, maintenance) with wellness staff on duty 24/7 etc.
- Organized on-site activities including social events, birthday celebrations, exercise classes, educational sessions, movie nights and creative workshops
- Buildings designed for safety and accessibility
- On-site amenities may include a fitness centre, library, lounge, pub, home theatre, hair salon/spa, gardening centre, indoor pool, etc.
- Scheduled transportation for shopping, errands and excursions

# RESPIRE CARE WHEN YOU NEED IT



## Have peace of mind while you recover from illness or surgery

After receiving medical treatment, Christine was wasn't well enough to live independently at home. Instead of placing responsibility for her care on her family, she decided to spend three weeks recuperating at Amica. She found the meals and staff to be so wonderful that she moved in permanently.

### What is respite care?

A respite stay in retirement living allows seniors to have 24/7 support for a temporary period of time. It can be helpful for seniors when caregivers are away or when recovering after surgery or illness, especially if the home has lots of stairs or no main-floor bedroom. After hospitalization, seniors living alone may feel exhausted or in pain as the body heals, making it difficult to bathe, cook, clean or get around.

## Support for families

Respite care also helps families caring for aging parents. Caregiving can be rewarding, but also unpredictable and time-consuming, which may strain relationships and create chronic stress as adult children balance a parent's needs with their own lives and family responsibilities.

A respite stay in a retirement home offers a mid-point between hospital and home. Seniors get help during a medically supervised recovery in a home-like setting while staff assist with health care, personal care and household chores.

### What's typically included in a respite stay

- Fully furnished private suite
- Three meals prepared fresh daily, and snacks
- Daily suite tidy, weekly housekeeping, linen laundry
- Optional organized activities and events
- Care staff member available 24/7
- Daily assistance based on needs, from wound care to getting to the dining room

## Supervised recovery

Booking respite care may help your loved one's recovery in practical ways. Having trouble with pain? The on-site nurse will contact the doctor to find a better solution. Likewise, after an illness such as pneumonia, the staff can ensure a senior takes their meds on time, check vital signs and temperature, and monitor for appropriate recuperation to prevent a return to hospital.

Perhaps the greatest advantage of a respite stay is peace of mind. Says Paulette Kinsella, a Regional Director of Wellness at Amica, and a registered nurse, "When your parent is sick or recovering, it's hard on everyone. We're here to take the worry out of that stressful situation."

# CARE SERVICES AVAILABLE AT AMICA

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## At Amica, you only pay for the care services you need

If you require assistance to live your day as you wish, you will have it at Amica. You simply let us know what support you need: our wellness team members will provide you with assistance according to your wishes. To help you understand the types of senior care services you can arrange and pay for in a privately funded retirement residence, here is the offering at Amica. Amica is unique in giving access to these supports in the privacy of your suite anywhere in the residence, no matter if you live in Independent Living, Assisted Living or Memory Care.

## Customize your care services

Remember that you only pay for the care services you require at Amica. Services may be available a la carte or as part of a service bundle. If you require extra help due to health issues, you can often arrange and pay for temporary care. Typical care services include:

- Assistance with bathing or showering
- Assistance with dressing or grooming
- Medication management
- Wound care
- Continence care or using the toilet
- Personal laundry service
- Daily bed making and room tidy
- Escort assistance
- Tension stockings
- CPAP or Bi-PAP
- B12 injections
- Mechanical or hydraulic lift services

## Visiting health professionals available on site

Depending on the location, some retirement homes also arrange for health and wellness providers to visit the residence so residents don't have to leave their home for appointments. Visiting service providers may include:

- Dentist
- Foot care nurse
- Hearing clinic
- Lab services
- Massage therapy
- Optometrist
- Pharmacy services
- Physician
- Physiotherapy



A close-up photograph of a person's hands holding a white-framed photograph. The photo shows a bride and groom from a wedding. The person holding the photo is wearing a blue patterned top. The background is softly blurred.

## MEMORY CARE IN ONTARIO

### Helping seniors live better with dementia

Suzanne has seen positive changes in her father, who has an aggressive form of dementia, since he moved to Memory Care at Amica, where her mother lives in Assisted Living. “The geriatrician noticed an improvement in his alertness and responsiveness and commented that he seemed to be thriving in the new setting,” she said.

Leading a happy, purposeful life doesn't stop with a dementia diagnosis. But if caring for a parent or spouse with dementia at home is straining relationships or causing burnout, it may be time to consider senior living with Memory Care. “Evidence shows that the right tools and approaches can help people with dementia continue to function as well or better than they did before,” Dr. Heather Palmer, Amica's National Director of Cognitive Well-Being, told the *Globe & Mail*. “While we can't stop the disease, we can manage the cognitive abilities that are affected by it like memory, language and multitasking.”

### What is Memory Care?

Memory Care provides specialized care and support to assist seniors living with a type of dementia such as Alzheimer's. Specially trained staff understand the needs of people at all stages of dementia, including how to support seniors when they become frustrated, anxious, aggressive or tempted to wander as a result of cognitive aging. Basic accommodation and care for people with dementia is available at government-subsidized nursing homes and long-term care facilities; enriched Memory Care is available at premium residences like Amica.

### What's the difference between Memory Care and Assisted Living?

Both assist seniors with activities of daily living, such as bathing, medication, dressing, etc. Private Memory Care offers extra peace of mind in a comfortable and supportive environment with additional safety features, specially trained staff and programs designed for people with dementia.

### Memory Care at Amica

Amica combines professional, around-the-clock support for dementia or Alzheimer's with exceptional care, dining, activities and amenities. Since every person with dementia is unique, we personalize care to each resident's individual needs. We go beyond helping seniors cope by engaging residents in enjoyable and meaningful activities and excursions, including fitness, social events, volunteering and entertainment. Our Memory Care program incorporates proven best practices and was developed by Dr. Palmer, a renowned specialist in cognitive aging.



# WHY DISCERNING SENIORS CHOOSE AMICA

## **For excellent hospitality, great amenities and flexible care personalized to each resident**

In beautiful environments in Canada's most inspiring neighbourhoods, Amica is a leader in providing unparalleled hospitality combined with professional, personalized care. Seniors choose Amica to set their own schedule and maintain their lifestyle in a vibrant social atmosphere where residents direct all aspects of their day while receiving individualized support if they need it.

### **Care that evolves with you**

As your needs change, so does the care you receive at Amica — that sets us apart from other retirement operators who only serve independent seniors

or those needing assistance, but not both. Many Amica residences cater to seniors at all stages of life, so you will always have the assistance you need. We also support couples with different needs, such as when one partner is living with a form of dementia.

### **Inspiring lifestyle**

With staff taking care of housekeeping, maintenance, laundry and meals, residents are free to pursue their interests and enjoy premium amenities. Residents may choose to join recreational activities, including social events, creative programs, exercise classes and entertainment, all designed to support their physical, social, emotional and cognitive health. Scheduled transportation is provided for errands, shopping or cultural excursions.

### **Personalized service**

Amica provides professional, personalized care that respects every resident's unique preferences and routines. Team members provide assistance with each senior's choice of activities such as dressing, bathing, grooming, medication, mobility, meals and more.

### **Certified wellness staff**

Residents' health and medical needs are overseen by a Director of Wellness, a highly experienced nurse registered with their professional association. A nurse is also on duty around the clock, with emergency response pendants monitored on site.

# AMICA

SENIOR LIFESTYLES

## **Amica Balmoral Club**

155 Balmoral Ave  
Toronto, ON  
M4V 1J5  
Tel 416-927-0055  
Fax 416-927-0925  
[amica.ca/balmoral-club](http://amica.ca/balmoral-club)

## **Amica Bayview Gardens**

19 Rean Dr  
North York, ON  
M2K 0A4  
Tel 647-286-7935  
Fax 416-730-9277  
[amica.ca/bayview-gardens](http://amica.ca/bayview-gardens)

## **Amica Bayview Village**

15 Barberry Place  
North York, ON  
M2K 1G9  
Tel 416-977-3177  
Fax 416-987-3637  
[amica.ca/bayview-village](http://amica.ca/bayview-village)

## **Amica Bronte Harbour**

160 Bronte Rd  
Oakville, ON  
L6L 3C1  
Tel 905-842-8167  
Fax 905-825-5089  
[amica.ca/bronte-harbour](http://amica.ca/bronte-harbour)

## **Amica City Centre**

380 Princess Royal Dr  
Mississauga, ON  
L5B 4M9  
Tel 905-803-8100  
Fax 905-803-8102  
[amica.ca/city-centre](http://amica.ca/city-centre)

## **Amica Dundas**

50 Hatt Street  
Dundas, ON  
L9H 0A1  
Tel 905-628-6200  
Fax 905-628-0319  
[amica.ca/dundas](http://amica.ca/dundas)

## **Amica Erin Mills**

4620 Kimbermount Ave  
Mississauga, ON  
L5M 5W5  
Tel 905-816-9163  
Fax 905-816-9166  
[amica.ca/erin-mills](http://amica.ca/erin-mills)

## **Amica Georgetown**

224 Maple Ave  
Georgetown, ON  
L7G 0P9  
Tel 905-702-1555  
[amica.ca/georgetown](http://amica.ca/georgetown)

## **Amica Little Lake**

70 Lakeside Terrace  
Barrie, ON  
L4M 0J2  
Tel 705-722-9191  
Fax 705-722-6806  
[amica.ca/little-lake](http://amica.ca/little-lake)

## **Amica London**

517 Fanshawe Park Rd W  
London, ON  
N6G 0C1  
Tel 519-657-7096  
Fax 519-657-5217  
[amica.ca/london](http://amica.ca/london)

## **Amica Newmarket**

275 Doak Lane  
Newmarket, ON  
L3Y 0A2  
Tel 905-952-0505  
Fax 905-952-0690  
[amica.ca/newmarket](http://amica.ca/newmarket)

## **Amica On The Avenue**

1066 Avenue Road  
Toronto, ON  
M5N 0A3  
Tel 416-483-9900  
Fax 416-483-9977  
[amica.ca/on-the-avenue](http://amica.ca/on-the-avenue)

## **Amica Peel Village**

223 Main St S  
Brampton, ON  
L6Y 6H1  
Tel 905-460-0080  
Fax 905-454-2957  
[amica.ca/peel-village](http://amica.ca/peel-village)

## **Amica Riverside**

4909 Riverside Dr E  
Windsor, ON  
N8Y 0A4  
Tel 519-948-5500  
Fax 519-948-1400  
[amica.ca/riverside](http://amica.ca/riverside)

## **Amica Stoney Creek**

135 King St E  
Stoney Creek, ON  
L8G 0B2  
Tel 905-664-8444  
Fax 905-664-9815  
[amica.ca/stoney-creek](http://amica.ca/stoney-creek)

## **Amica Swan Lake**

6360 16<sup>th</sup> Ave  
Markham, ON  
L3P 7Y6  
Tel 905-201-6058  
Fax 905-201-6059  
[amica.ca/swan-lake](http://amica.ca/swan-lake)

## **Amica Thornhill**

546 Steeles Ave W  
Thornhill, ON  
L4J 1A2  
Tel 905-886-3400  
Fax 905-886-2374  
[amica.ca/thornhill](http://amica.ca/thornhill)

## **Amica Unionville**

34 Main Street  
Unionville, ON  
L3R 4Z8  
Tel 905-947-9990  
Fax 905-305-6810  
[amica.ca/unionville](http://amica.ca/unionville)

## **Amica Westboro Park**

491 Richmond Road  
Ottawa, ON  
K2A 1G4  
Tel 613-728-9274  
Fax 613-728-9276  
[amica.ca/westboro-park](http://amica.ca/westboro-park)

## **Amica Whitby**

200 Kenneth Hobbs Ave  
Whitby, ON  
L1R 0G6  
Tel 905-665-6200  
Fax 905-665-6263  
[amica.ca/whitby](http://amica.ca/whitby)

Learn more, find a residence or schedule a private tour at [Amica.ca](http://Amica.ca)