

Concerned Friends is an Ontario charitable organization advocating for high quality long-term care (LTC) that meets the diverse medical, mental health, social, and emotional needs of residents.

Significant new investment is required to bring LTC homes to an acceptable standard.

Our recommendations fall into three categories:

- Increase Accountability and Enforcement
- Advance Quality and Safety of Care
- Expand LTC Homes and Community-Based Options to Meet Growing Needs

## **Fund Improved Accountability and Enforcement**

In 2019, the Ontario Ministry of Long-Term Care completed only nine Resident Quality Inspections<sup>1</sup>.

**Recommendation 1.** Increase funding to **ensure annual unannounced, comprehensive LTCH inspections and rigorous follow-up.**

**Recommendation 2.** Increase LTCH operating funding to cover new costs arising from Bill 37, inflationary pressures, and the urgent need for improved working conditions.

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<sup>1</sup> Ontario scaled back comprehensive, annual inspections of nursing homes to only a handful last year | CBC News

## Advance Quality and Safety of Care

Concerned Friends' members observe, first hand, how staffing shortages and poor working conditions compromise resident care.

### **Recommendation 3. Address LTC Human Resources Challenges.**

**3a. Increase direct care staffing.** Accelerate four worked hours of direct daily care for each resident.

**3b. Fund enhanced staffing models.** Recognize residents' complex needs; fund an expanded range of specialized staff, including a full-time Attending Physician/Nurse Practitioner to manage resident care in each LTCH.

**3c. Fund the development of a regulatory college for PSWs.** PSWs provide the majority of direct care and should be accountable to the public as per other regulated health professions.

**3d. Fund a comprehensive recruitment strategy.** A shortage of qualified staff undermines the delivery of quality long-term care and impedes effective infection control and pandemic containment.

**3e. Repeal Bill 124 and increase compensation (benefits and wages)** for LTCH staff, comparable to that in the hospital sector. Include funding to enable full-time employment and expanded benefits.

**3f. Increase funding for LTCHs** to deliver enhanced professional development training to staff and essential caregivers.

**3g. Fund enhanced infection control measures.** Continue COVID-19 prevention and containment funding in 2022-23 and beyond. Each home must have permanent, dedicated IPAC resources.

## Expand LTCH and Community-Based Options to Meet Growing Needs

There are currently 40,000 seniors on the LTCH waitlist. The median wait time from community is 188 days.<sup>2</sup> This situation will worsen as Ontario's population ages.

**Recommendation 4. Maximize the use of public dollars; prioritize the not-for-profit and municipal sectors for growth.** <sup>3</sup> 68% of the current [waitlist](#) indicated a not-for-profit or public LTCH as their first choice.

**Recommendation 5. Increase capital funding for new and renovated beds** to reflect current construction costs (materials and labour costs, land, inflation).

**Recommendation 6. Increase funding to support the “Continuum of Care.”** Increased investment in home-based and community options to alleviate pressure on the LTCH waitlist making sure individuals get the *right level of care at the right time in their life*.

**Recommendation 7. Increase life cycle funding** to ensure LTC homes are updated and maintained in good repair.

### Conclusion

Fixing the long-term care sector will require substantial investment in enforcement, capital and operating funds. Increased, targeted funding is required to translate the new Bill 37 standards into reality.

#### **Concerned Friends of Ontario Citizens in Care Facilities**

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<sup>2</sup> [Long-Term Care Home Performance in Ontario - Health Quality Ontario \(HQP\) \(hqontario.ca\)](#)

<sup>3</sup> [healthcareathome.ca](http://healthcareathome.ca)