



HEALTH & HUMAN SERVICES COMMITTEE ADDENDUM

Thursday, October 28, 2021 at 1:00 p.m.

By video conference – The meeting will be live streamed on YouTube at the following link:
<https://www.youtube.com/channel/UCCx9vXkywflJr0LUVkKnYWQ>

REPORT

2. HEALTH & HUMAN SERVICES – October 28, 2021 – ITEM #2
Update to Long Term Care Inspection Program

Not Listed
on Agenda

A report from the Administrator of Dufferin Oaks, dated October 28, 2021, to inform committee members of a recent announcement from the Province regarding changes to the inspection process of Long Term Care facilities.

Recommendations:

THAT the report of the Administrator, dated October 28, 2021 regarding Update to Long Term Care Inspection Program be received.



REPORT TO COMMITTEE

To: Chair Philip Rentsch and Members of the Health and Human Services Committee

From: Brenda Wagner, Administrator

Meeting Date: October 28, 2021

Subject: **Update to Long Term Care Inspection Program**

In Support of Strategic Plan Priorities and Objectives:

Good Governance – ensure transparency, clear communication, prudent financial management

Purpose

The purpose of this report is to inform committee members of a recent announcement from the Province regarding changes to the inspection process of Long Term Care facilities.

Background & Discussion

On Tuesday October 26, 2021, the province released a media statement regarding a 20 million dollar investment to recruit an additional 193 inspectors. This announcement is part of an overall plan to invest over 72 million within the next 3 years in its efforts to bolster the enforcement capacity of its compliance branch. The province's goal is to double the number of inspectors by fall of 2022 which will result in a ratio of one inspector for every two homes thus allowing for more timely responses to critical incident and complaints and also providing capacity for proactive inspections. The recruitment of the additional inspectors also includes a plan to hire inspectors with investigative backgrounds which is to ensure inspectors have the capacity to fully investigate as well as lay provincial offence charges if deemed warranted.

While investment in the safety of residents in long term care is needed, there is concern with this approach that was announced. Long Term Care is in the midst of a staffing crisis. As noted by AdvantAge Ontario, *"More inspectors and tougher inspections will not*

have the intended impact if there are not enough staff and funding to take care of residents. Introducing this new enforcement regime without the proper staff in place seriously risks destabilizing homes further. It will drive well-intentioned staff, management and volunteer boards out."

A transitional period involving support from the ministry for staffing and education prior to implementation of this change would be of benefit. While there is overall agreement that tough measures are required for at risk homes that are not providing the quality care that the vast majority of homes in the province are, this punitive approach announced by the province could negatively impact and further weaken an already ravaged sector.

Financial, Staffing, Legal, or IT Considerations

At this time there is no change or impact to the Dufferin Oaks Long Term Care budget and impact on staffing is yet to be determined.

Recommendation

THAT the report of the Administrator, dated October 28, 2021 regarding Update to Long Term Care Inspection Program be received.

Respectfully submitted,

Brenda Wagner
Administrator, Dufferin Oaks

NEWS RELEASE

Ontario Launching New and Improved Inspections Program for Long-Term Care

Protecting our progress by doubling the number long-term care home inspectors to hold homes to account for the care they provide

October 26, 2021

[Long-Term Care](#)

TORONTO — Ontario is continuing its plan to fix long-term care by investing \$20 million this year to hire 193 new inspections staff and launching a new and improved annual proactive inspections program in long-term care homes. This is part of the government's commitment of \$72.3 million over three years to increase enforcement capacity and ensure every resident experiences the safest and best quality of life, and to hold homes to account for the care they provide.

With this investment to double the current number of long-term care inspectors by fall of 2022, Ontario will be the leader in Canada with a ratio of one inspector for every two homes. This will ensure there are enough inspectors to proactively visit each home every year, while continuing reactive inspections to promptly address complaints and critical incidents. Some of the province's new inspectors will have an investigative background – ensuring that, for the first time, the inspectorate have the skills and certification needed to investigate and lay provincial offence charges when warranted.

“Our government has a plan to fix Ontario's long-term care system, and increasing accountability, enforcement, and transparency in the sector is a key part of it,” said Rod Phillips, Minister of Long-Term Care. “We are doubling the number inspectors in the field and launching new and improved proactive inspections to give residents the quality of care they deserve.”

The new proactive inspections program adds to the current risk-based program of responding to complaints and critical incidents. The proactive inspections program will assist the government and long-term care homes in identifying and resolving problems to improve the quality of care provided to residents.

The program takes a resident-centred approach by allowing for direct discussion with residents, to focus on their care needs as well as the home's program and services. The results from proactive inspections will help the government determine where the sector can benefit from additional resources, including guidance material and best practices.

“Loved ones and residents in long-term care deserve respect and the best possible care – and increasing oversight is part of our government’s plan to protect our progress by building up our health and long-term care capacity,” said Peter Bethlenfalvy, Minister of Finance. “Our plan will feature necessary and timely steps to protect residents in long-term care homes, while providing supports to front-line staff and investing to build thousands of new beds across the province.”

The pandemic brought to light long-standing systemic challenges due to decades of neglect. The government has a plan to fix long-term care that is built on three pillars: improving staffing and care; protecting residents through better accountability, enforcement, and transparency; and building modern, safe, comfortable homes for seniors.

The government will release its plan to protect Ontario’s progress against COVID-19 and for building the foundation for the province’s recovery and prosperity in the *2021 Ontario Economic Outlook and Fiscal Review* on Thursday, November 4.

Quick Facts

- This significant investment in new inspectors and an improved proactive inspections program responds to the advice of the Long-Term Care COVID-19 Commission and the Auditor General — as well as calls from residents, their families, the public and those working in the sector for an effective enforcement regime that ensures residents are protected.
 - The new proactive inspections program focuses on the following program areas: residents’ rights, infection prevention and control, plans of care, abuse and neglect, nutrition and hydration, medication management, policies and directives, and dining observations.
 - Since the start of 2021, provincial inspectors conducted 1,367 inspections in long-term care homes in response to complaints and critical incidents.
 - In coming days, the Ontario government will introduce legislation to protect residents through better accountability, enforcement and transparency, and enshrine residents’ rights. It will include stronger enforcement and compliance tools to hold poor performing long-term care homes to account.
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Statement on the Ontario government's new inspections program for long-term care

October 26, 2021

Lisa Levin, CEO of AdvantAge Ontario, released the following statement on the Ontario government's new inspections program for long-term care

“The vast majority of homes – particularly our members, which are comprised of non-profits, municipal and charitable homes – want to do everything possible to protect seniors and provide high quality care. That said, there is no doubt there are some bad actors in the sector. Tough measures are necessary to deal with them immediately.

As for the rest of the sector - we are in the middle of a staffing crisis in long-term care. More inspectors and tougher inspections will not have the intended impact if there are not enough staff and funding to take care of residents. Introducing this new enforcement regime without the proper staff in place seriously risks destabilizing homes further. It will drive well-intentioned staff, management and volunteer boards out.

The bottom line is we all want to make care better for seniors in long-term care. Bad actors should be punished now. For the rest of the sector, we are calling for a transition period that will prioritize staffing and education. We need more staffing and more information about the new rules to properly prepare for the new regime. If inspections and punishment come before education and staffing, there is a risk the rest of the system will crash. It is critical that homes be given time and resources to hire additional front-line health care staff and fully understand the new requirements.”

About AdvantAge Ontario

AdvantAge Ontario has been the trusted voice for senior care for over 100 years and is the only provincial association representing the full spectrum of the senior care continuum. Our more than 400 members are located across the province and include not-for-profit, charitable, and municipal long-term care homes, seniors' housing, assisted living in supportive housing and community service agencies.

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