

To:	Chair and Members of the Long-Term Care Committee of Management
Committee Date:	May 9, 2023
Subject / Report No:	LTCR-CM-10-23
Title:	LTC Director Update
Prepared by:	Jennifer Cornell, Director of Long-Term Care
Reviewed by:	Kim Wingrove, Chief Administrative Officer
Lower Tier(s) Affected:	

Recommendation

1. That report LTCR-CM-10-23 regarding a Long-Term Care Director Update be received for information.

Executive Summary

Our homes continue to stay strong and maintain vigilance to ensure the safety and wellbeing of our residents as we transition to the updated pandemic response guidelines. This report also provides an overview of Fixing Long-Term Care Act Phase II and recent funding announcements.

Pandemic Response Updates

On March 22, 2023, the Chief Medical Officer of Health announced that Ontario is taking a phased approach to updating COVID-19 measures for people living in, working in, or visiting long-term care homes.

The high vaccine uptake among residents and the availability of safe and effective antivirals are reducing the risk of severe outcomes to residents, which in turn allows for certain guidance to be phased out in Ontario. The MLTC released a [memo](#) that outlines these changes which align with other provinces across the country that have already made similar adjustments.

The following changes came into effect on March 31, 2023:

Asymptomatic Screen Testing (RAT): the ministry no longer requires asymptomatic screen testing for staff, students, volunteers, support workers, caregivers, and visitors. *As part of our de-escalation measures, one testing station will remain in place for individuals who would like to continue to self-test.*

Outdoor Masking: The ministry removed the recommendation for residents, caregivers, and visitors to mask outdoors. Masking will remain in place for staff outdoors when in close proximity to a resident.

Indoor masking: Indoor masking requirements remains in place for all staff, students, support workers and volunteers. All caregivers and general visitors are required to wear a mask when in common or shared spaces of the home and are recommended to wear a mask in a resident's room. *We asked that unvaccinated visitors always wear their mask and only visit with their loved one.*

Resident Screening and Daily Temperature Checks: LTC homes will continue to be required to monitor residents daily to detect the presence of infection, including COVID-19, per section 3 of the IPAC Standard. However, daily temperature checks for COVID-19, will no longer be required.

Resident Absence: Homes are no longer required to actively screen, test or isolate residents returning from an absence unless they have symptoms or have tested positive for COVID-19.

Screening: Active screening recommendation for visitors and caregivers has been removed, but is replaced with passive screening requirements for staff, visitors, and caregivers. *A screener was schedule to support this transition until April 12th.*

Visitors During Outbreaks: The limit of one caregiver at a time during a COVID19 outbreak, or when a resident is symptomatic, or isolating has been removed. During an outbreak, LTC homes continue to be subject to public health unit (PHU) direction per the Ministry of Health's COVID-19 Guidance

Activities / Physical Distancing: LTC homes are now able to hold activities without adjusting to optimize for physical distancing.

COVID-19 Outbreak Data: homes are no longer required to submit daily COVID-19 outbreak data to the ministry. Homes continue to be required to report confirmed outbreaks using the Critical Incident System, and to report suspected and confirmed cases to public health units.

On March 24th, Ontario Health released a memo to inform health system partners that the Ontario Assessment Centres will be winding down as of June 30th, with a small number remaining operational for areas that have limited access of testing.

Family Updates

A virtual family meeting was held on April 5th, providing updates related to COVID-19, accreditation, communications, and next steps for our designated care partner program.

Infection Prevention & Control (IPAC) Strategies

The IPAC & Wellness Leads at each home are collaboratively working on standardizing IPAC posters, communications and exploring the option for electronic auditing through the SOAR application. In addition to daily surveillance and outbreak preparedness and management activities, the IPAC and Wellness Leads are assessing current program practices to identify areas for enhancement to ensure compliance with the new IPAC standards.

Finance

As part of the government’s plan to fix long-term care, the Ministry of Long-Term Care released a [memo](#) on March 9th, confirming their continued commitment of \$4.9 billion over 4 years to increase the average daily direct care to four hours per resident by March 31, 2025.

The breakdown for the \$4.9 billion commitment was as follows:

- \$270 million in 2021-22
- \$673 million in 2022-23
- \$1.25 billion in 2023-24
- \$1.82 billion in 2024-25

As per the government’s [media release](#), Ontario has achieved its implementation target for 2021-22 of three hours of care provided by registered nurses, registered practical nurses and personal support workers and 33 minutes of care from allied health professionals.

Our three homes have budgeted and are recruiting for 3 hours and 42 minutes of direct care.

The memo also confirmed that LTC homes will continue to receive the \$10 million annual Supporting Professional Growth Fund (SPGF) in 2023-24. The purpose of this funding, which was first launched in October 2021, is to supplement the ongoing education and training costs of staff working in LTC homes with direct contact with residents.

On March 21st, the Ministry of Long-Term Care released a [memo](#) outlining the government’s funding for the permanent Personal Support Worker (PSW) wage enhancement for 2023-24 and 2024-25. This initiative helps to support LTC homes with the recruitment and retention process of PSWs.

On March 31st, LTC homes received the [Case Mix Index Funding Methodology](#) for 2023-2024. The ministry also provided the [master report](#) which provides an overview for all LTC home in Ontario, and a Case Mix Index [FAQ](#).

The Provincial average is 1.0214, our homes Case Mix Index for 2023-2024 is:

- Grey Gables - 1.0243
- Lee Manor - 0.9731
- Rockwood Terrace – 1.0016

The Funding impact between the CMI and Level of Care Increase are as follows

CMI Funding	Lee Manor	Rockwood Terrace	Grey Gables	Total
CMI 2021	0.9885	1.0046	0.9914	
CMI 2023	0.9731	1.0016	1.0243	

Net Change	-0.0154	-0.003	0.0329	
Funding Adjustment	(\$87,361)	(\$11,541)	\$81,609	(\$17,293)

On April 3rd, the ministry released funding announcements related to:

- Clinical Decision Support Tools and Infection Prevention and Control (IPAC) Personnel, Training & Education and Leads
 - The [letter](#) from the Minister of Long-Term Care outlined that the ministry will be providing up to \$72,560,000 in new funding in 2023-24 and up to \$76,120,000 in new funding in 2024-25 directly to eligible long-term care homes to support IPAC personnel, IPAC training and education, one time funding to support the salary and benefits of IPAC Leads, and the continued use of clinical decision support tools to improve the quality of care for residents.
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- Level of Care Increases for 2023-24
 - The [funding policy](#) outlines a 2.4% increase in level-of-care base funding in the 2023-24 funding year of up to \$138,452,800.
 - As of April 1st, the funding amounts for Nursing and Personal Care, Program and Support Services, Nutritional Support, Other Accommodations and Global Per Diem are the following:

Envelope	LOC Per Diem	Supplementary Per diem	Total
Nursing and Personal Care (NPC)	\$103.80	\$2.16	\$105.96
Program and Support Services (PSS)	\$12.48	-	\$12.48
Nutritional Support (NS)	\$12.07	-	\$12.07
Other Accommodations (OA)	\$57.28	\$0.37	\$57.65
Global Per Diem	\$7.53	-	\$7.53
Total LOC Per Diem	\$193.16	\$2.53	\$195.69

This funding adjustment has resulted in the following

LoC Funding	Lee Manor	Rockwood Terrace	Grey Gables	Total
Budgeted 1.5%	\$7,876,596	\$5,269,597	\$4,881,315	\$18,027,508
2.4% Increase	\$7,926,204	\$5,303,072	\$4,903,180	\$18,132,456

Net Increase	\$ 49,608	\$ 33,475	\$ 21,865	\$ 104,948
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- Top Up Funding for annual staff supplement, and behavioural specialized unit beds, are also included in the LTC homes Level of Care Per Diem [Funding Summary](#).
- 2023-24 New Comprehensive Long-Term Care Minor Capital Program
 - The [memo](#) noted that the IPAC Minor Capital, LTC Minor Capital, and Falls Prevention Equipment Fund programs have been consolidated under the new Comprehensive Minor Capital Fund.
- Local Priorities Fund
 - The memo outlined that [Local Priorities Fund policy](#) will support Ontario Health working in conjunction with the Home and Community Care Support Services (HCCSS) and long-term care (LTC) homes, to make tailored and targeted investments in specialized staffing, equipment and services:
 - to support placement of eligible high needs designated alternate level of care (ALC) patients from hospitals into LTC
 - to avoid hospital admissions for current LTC residents who have new, or increasingly complex medical or specialized equipment needs which cannot currently be accommodated in their LTC home
 - to enable the admission of community members with specialized needs to LTC

Staffing & Training

Our homes continue to recruit for RNs, RPNs, PSWs, and FSWs. As summer approaches, we welcome back our team members that are returning from their education leaves. We continue to work with new student placement opportunities with colleges that are in our local and surrounding areas.

On April 28th, our three homes attended a leadership session focused on Equity, Diversity, Inclusion and Belonging. Facilitators, Tee Garnett, SickKids Executive Lead and Strategic Advisor, Equity, Diversity, and Inclusion (EDI) along Joan Beecroft, and Charmaine Peever from Grey Bruce Seniors Pride Group, and Deepikka Gupta from Grey Bruce Local Immigration Partnership provided our team with the fundamental values, resources, and tools. This training is imperative for our team members who are serving an increasingly diverse resident population and working to recruit and retain an equally diverse workforce. We look forward to implementing positive change that aligns with our Colour It culture to ensure that everyone feels welcomed, valued, safe, and respected.

Recovery and Wellness

The 4th quarter Wellness Newsletter was released at the end of March. The wellness newsletter promotes our EAP Program, wellness tips and resources, Colour It Spirit photos, and each home’s Colour It stories.

Accreditation

Our three homes completed the Accreditation Canada self-assessments in April. This process assists the homes to prioritize areas requiring further work so they can be addressed prior to the on-site survey. The benefit of this process is that it enables the homes to focus on their own priorities and initiatives. A Work Life Survey and Resident Safety Culture survey was released on May 1st for all staff, this data focuses on well-being, quality and safety which allows LTC homes to obtain our team members' input on resident safety, care quality, their work environment, and their well-being.

FLTCA Phase II Update

On April 6th, the Ontario government released the finalized phase II regulations of the Fixing Long-Term Care Act, 2021, which came into effect on April 11, 2023.

[Staffing qualifications](#) were amended for the below roles to match qualification requirements with the responsibilities and accountabilities of the role:

- Personal Support Workers (PSW)
 - Personal support workers must complete a personal support worker program that meets the program requirements set by the Ministry of Colleges and Universities for an Ontario postsecondary institution or district school board to issue a personal support worker certificate.
- Designated Lead for Restorative Care
 - The educational requirements are being updated to reflect new terminology included in the Regulation defining Ontario postsecondary institution for the purposes of the Regulation to mean:
 - 1) an Indigenous Institute,
 - 2) a private career college,
 - 3) a college of applied arts and technology,
 - 4) a publicly assisted university, or
 - 5) another degree granting institution.
- Designated Lead for Recreational and Social Activities
 - Postsecondary educational requirement can also include gerontology as a field of study from an Ontario postsecondary institution, or a postsecondary diploma, degree or certificate granted in another jurisdiction that in the reasonable opinion of the licensee is equivalent.
 - Removal of the minimum years of experience and added that experience can come from a health care setting or other relevant setting.
 - Removed the grandfathering provisions pertaining to the July 1, 2010, dates and replaced them with a new streamlined grandfathering provision, permitting persons employed in the role to continue if the person has the appropriate skills, knowledge and experience.
- Staff Members providing Recreational and Social Activities
 - Postsecondary educational requirement can also include gerontology as a field of study from an Ontario postsecondary institution or a postsecondary diploma, degree or certificate granted from another jurisdiction that the licensee reasonably believes is equivalent. Recreational /social programming staff could be hired where the licensee reasonably determines the person has the

appropriate skills, knowledge, and experience (in place of the identified educational/training requirements) to fulfill the role.

- Cooks, Food Service Workers, and Nutrition Managers- Food Handler Training
 - The licensee shall ensure that during every hour in which a food service area is operating, there is at least one cook, food service work or nutrition manager in the area who has completed the food handler training.
 - Updated the minimum staffing hours formula for Nutrition Managers and Food Service Workers based on bed capacity for the week or the number of residents residing in the home for the week.
- Nutrition Manager
 - Added two new grandfathering provisions as follows:
 - Nutrition managers who started in their role before April 11, 2023, may continue as long as they are actively pursuing their Canadian Society of Nutrition Management membership or registration with the College.
 - Nutrition managers who have been employed in the home since July 1, 2010, may continue in the role without Canadian Society of Nutrition Management membership/registration with the College.
- Cook
 - LTC homes may hire cooks with institutional, health care, restaurant, or hospitality cooking experience (in place of the identified educational/training requirements).
- Food Service Workers
 - LTC homes may hire a food service worker with institutional, health care, restaurant, or hospitality food service experience (in place of the identified educational/training requirements).
- Designated Leads for Housekeeping, Laundry, and Maintenance
 - Removed the minimum years of experience and add that to have the required experience a person must have either experience in a managerial or supervisory capacity.
 - Removed the postsecondary educational requirement.

The Ministry stated that the transitional staffing qualification provision is extended to October 11th. However, the person in the position must have the adequate skills, training, and knowledge to perform the duties required of the position. The home must terminate the staff member on or before November 11, 2023, if they do not meet qualifications.

[Air Conditioning](#)

- Revised definition: “air conditioning” means a mechanical cooling system that can maintain cool temperatures, including in peak summer conditions, and includes central air room supply air ducts, portable air conditioning units, window air conditioning units, split air conditioning, package type air conditioning and variable refrigerant flow units, or a combination of any of these systems.
- Addition of a new Administrative Monetary Penalty (AMP). Failure to comply with these requirements could result in a \$25,000 AMP.
- Updated exemption criteria for air conditioning in resident rooms
- Clarification on circumstances for licensee to remove portable air conditioning/window air conditioning units.

Medication Management and Drug Administration

- Changes related to medication management clarify medication safety processes and embed practices in medication administration in Regulation to better respond to current needs, trends, and emergency situations, enhance medication safety for residents, and include updates for the following:
 - Use of Glucagon and Incidents of Severe Hypoglycemia and Unresponsive Hypoglycemia
 - licensees are required to submit reports regarding glucagon, severe hypoglycemia, and unresponsive hypoglycemia directly through the Critical Incident Reporting System under two new categories that resulted in resident going to hospital.
 - 24-Hour Admission Care Plan – Resident Medication Information
 - Licensee are required to include two additional pieces of information related to drugs and treatments including respect to drugs and the clinical reason for the use of drug and known health conditions, including allergies and adverse drug reactions.
 - Plan of Care – Medication Reconciliation
 - The plan of care must include interdisciplinary assessment for drugs and treatments and medication reconciliation.

Resident Experience

Changes have been made to the Regulation to update requirements to better respond to current needs, trends, and emergency situations. These regulation changes include:

- Clarifying when an alternate level of care (ALC) patient is eligible for admission to preferred accommodation (paying the basic accommodation rate), and when a licensee may request a resident (formerly ALC patient) to sign a preferred accommodation agreement.
- Expanding eligibility for the temporary admission into preferred accommodation (where the resident pays the basic rate) to include residents in a long-term care home designated as an ‘imminent home closure’.
- Update to falls prevention and management program to strengthen post-fall assessment requirements.
 - Amended to include always conduct a post-fall assessment when a resident falls, using a clinically appropriate assessment instrument that is specifically designed for falls.
- Clarification on when registered dietitians (RD) must conduct skin and wound care assessments.
 - Updated the term “pressure ulcers” to “pressure injuries” and requires assessment to be completed by RD when resident exhibits a skin condition that is likely to respond to nutritional intervention.
- Revising wording to clarify the role and accountability of medical directors.
 - The Regulation has been amended to substitute resident “clinical care” with “medical care” to clarify the roles and accountabilities consistent with the scope of practice of medical directors, as defined in the Act.

- The Medical Director has the following responsibilities and duties:
 - providing oversight of resident medical care in the home.
- Ensuring nursing students from all approved Ontario post-secondary nursing programs can administer medication under defined conditions by capturing Indigenous Institutes in the definition.

Partnerships

Work continues with partnerships at both regional and local levels. The Grey Bruce Long-Term Care Committee and our healthcare partners continue to meet regularly.

In April, the YMCA Employment Services announced that the funding for the Personal Support Worker training was approved through the Ministry of Labour, Immigration, Training and Skills Development program. This training was introduced to our current staff in our 19 long-term care homes who were interested in transitioning to the Personal Support Worker role, then expanded to the public. There here are 38 students that will be participating in this fully funded program.

This month, all three homes will be participating in the York University research study – Counting What Counts: Assessing Quality of Life and its Social Determinants Among Long-Term Care Residents with Dementia. The research study assesses the quality of life of long-term care residents with dementia as well as the important resident and facility characteristics that may influence a resident’s quality of life, such as a resident’s health, social support, or financial situation; and a facility’s size, ownership, or quality of care provided. The main benefit of the study will be determining strategies to improve quality of life and disparities in quality of life for long-term care residents with dementia. This study will be an important first step to prepare for intervention studies aiming to improve quality of life and disparities for LTC residents with dementia.

On April 5th, Ontario Health along with the Ontario Caregivers Organization held an information session for health system partners that focused on the Essential Care Partners program. The Director of Long-Term Care was a guest speaker and presented an overview of our Designated Care Partner program and described the valued partnership that plays a crucial role in person-centered care.

We continue to be thankful for the support from Council, the CAO, the Senior Management Team, and the staff in all departments. We recognize that we are in this together as we Colour It for our residents, families, staff, and communities.

Appendices and Attachments

[Staffing Increase Funding Policy \(2023-2024\)](#)

[Supporting Professional Growth Fund Funding Policy \(2023-2024\)](#)

[Frequently Asked Questions: Fiscal Year Three \(2023-2024\) Funding](#)

[MLTC COVID-19 Guidance Document for Long-Term Care Homes in Ontario](#)

[Pandemic Response Frequently Asked Questions March 22, 2023](#)

[What Residents Can Expect March 31, 2023](#)