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2016 OPERATING BUDGET BRIEFING NOTE

Long-Term Care Homes & Services – Meal Service

Issue/Background:

At Budget Committee on August 31, 2015, the General Manager, Long-Term Care Homes & Services was asked to report to the Budget Committee as part of the 2016 Budget Process on:

- i. the number of meals provided to in-home residents, and number of residents served, in the City of Toronto Long-Term Care facilities;
- ii. the funding source of such meals, including contributions from the Province of Ontario and other agencies and any shortfall the City may incur;
- iii. the number of meals provided to non-residents through the Meals on Wheels program; and
- iv. the City of Toronto's obligations for the accommodation of special dietary requirements.

Key Points:

- The City of Toronto Long-Term Care Homes and Services (LTCHS) is home to residents from more than 50 countries of origin that speak at least 38 different languages and practice/observe 34 diverse faiths/denominations.
- In keeping with the City of Toronto's motto, *Diversity Our Strength*, and to meet the needs of residents and improve access to care, special language and cultural services are offered at select homes, including Armenian, Cantonese, French, Ismaili, Japanese, Jewish, Korean, Mandarin, Portuguese, Russian, Spanish and Tamil.
- Food is closely associated with culture – whether it be celebratory meals for Tamil residents, kosher meals for Jewish residents or Korean delicacies as part of a recreation activity, preferences are evolving – as one is met, others are identified by equity seeking groups.
- LTCHS has a long-established commitment and openness to working with the community and inviting them into the homes as these relationships bring richness to the environment, helping to shape a unique culture while promoting public accountability.

Meals to Residents

- The City of Toronto owns and operates ten long-term care homes with 2,641 approved beds. There are currently 2,496 residents in the City's long-term care homes, but in 2016 phase II of Kipling Acres will be completed and 145 beds will be returned into service. Each resident is served 3 meals plus snacks each day of the year, for an overall total of 2,891,895 meals based on a 365 day year.

- A new three-week menu, which is developed in collaboration with residents, is introduced each year and seasonal choices are offered during the spring and summer months. Residents are offered a choice of entrée, vegetable and dessert at lunch and dinner each day.
- Residents are consulted in the menu planning process and their input is critical in developing a menu that satisfies their needs and their wishes. Residents' food committees offer an opportunity for residents to comment on menus as they are developed as well as on an ongoing basis to influence meals and dining service.

Funding Source for Meals to Residents

- As of July 1, 2015, the raw food funding per diem provided by the Ministry of Health and Long-Term Care (MOHLTC) is \$8.03 for 3 meals, 2 snacks and 3 between meal beverages. LTCHS provides meals to residents within this funding allocation.
- The raw food portion of the accommodation funding envelope includes food materials used to sustain life, including supplementary substances such as condiments, prepared therapeutic supplements, and food for special events including seasonal, cultural, religious and ethnic celebrations.
- While the MOHLTC sets the amount of funding allocated to what is referred to as "Raw Food", residents contribute funds through a co-payment for their accommodation that is established annually through provincial regulation. Residents that are unable to pay the full accommodation rate are entitled to apply for a rate reduction.
- The MOHLTC does not provide additional funding for ethnic, cultural or religious meal requirements for residents in long-term care homes.
- Many residents arrive with the desire to continue with their preferred foods and eating patterns in the long-term care setting and LTCHS works collaboratively with residents, their families and their communities to support these wishes in a manner that can be accommodated within available resources.

Meals on Wheels

- Long-Term Care Homes & Services prepares and provides about 2,000 meals per week to six (6) agencies for distribution and delivery to local seniors living in their own homes.
- The cost to prepare each meal is \$8.05, including raw food, labour and packaging costs, of which \$6.75 is recovered through a rate/user fee charged to agencies. The rate LTCHS charges per meal is on par with what other organizations charge Meals on Wheels agencies.
- Meals on Wheels enables seniors to remain in their own homes, and this service is in alignment with the Toronto Seniors, Poverty Reduction and Strong Neighbourhoods Strategies.

Accommodation of Special Dietary Requirements

- The Long-Term Care Homes Act (LTCHA), 2007, requires under O.Reg 79/10 26. (3) (22), a plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident: cultural, spiritual and religious preferences and age-related needs and preferences. LTCHS is in compliance with legislation and regulation and is meeting its obligations for the accommodation of special dietary requirements. The standard menu

contains a variety of foods many of which are identifiable with specific cultures such as Sweet and Sour Pork, Indian Butter Chicken, Souvlaki, Asian style Chicken Soup, Lasagna, Ravioli, Vegetable Bean Masala, Perogies, The 2016 menu will include a Middle Eastern Chicken dish. Each home is able to provide some menu adaptation in order to better serve groups of residents with similar taste preferences.

- The LTCHA requires that, under O.Reg 79/10 71. (1) (F), the menu offers a choice of entrée, vegetable and dessert at lunch and dinner each day. These menu choices are offered by LTCHS in all required consistencies, such as regular, minced and pureed consistency. Each lunch and dinner meal choice includes two (2) regular entrees, two (2) minced entrées, two (2) pureed entrées, two (2) regular vegetables, two (2) minced vegetables, two (2) pureed vegetables, two (2) regular desserts, two (2) minced desserts and two (2) pureed desserts. In addition, the menu may include soup that would require texture modification and a starch item such as potatoes that would also require texture modification.
- Regulations support a standardized food production process including standardized menus, purchasing, production sheets and recipes. While the approach to nutrition care is individualized, the ‘system’ is not set up for individual meal service in terms of labour or food costs.
- Residents will frequently have specific strategies in their care plan to address and support ethnicity, while still receiving their meals based on the standard menu. These are initiated on an individual basis considering at a minimum their level of observance and previous practice, such as no pork or shellfish and no mixing of meat with milk or milk products.
- LTCHS works with residents and families in providing meals and snacks that support residents’ diverse cultural needs, eating habits and religious beliefs. This approach promotes residents’ optimal nutrition intake, health and wellbeing and improves resident satisfaction and supports cultural diversity in the homes.
- There are an increasing number of residents requiring varying types of individualized vegetarian meal plans related to cultural and ethnic backgrounds of residents in many of the homes. Toronto's homes are currently providing 104 individual menus - these usually address clinical needs and may include therapeutic diets such as modified diabetic, restricted gluten and restricted lactose, and modified renal.
- Texture modification is frequently required in the long-term care setting to support adequate nutrition and safe meal times for those with a decreased ability to chew and/or swallow. There are also between 50 and 60 residents receiving their nutrition via feeding tube.
- LTCHS residents in the future will continue to be increasingly diverse in terms of their country of origin and their faith. Along with this comes a myriad of eating styles and food wishes. Some residents with rich cultural background adapt easily and readily to a long-term care home menu while others may only consume foods that are familiar, culturally acceptable and/or adhere to religious practices.

Circulated to: Budget Committee

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