

November 27 2019

Deputy Mayor Thompson, Chair and  
Members of the Economic and Community Development Committee

Regarding: EC 10.8 Seniors Services and Long-Term Care Implementation Plan and  
Update Report

Good Morning –

With over 41 years of volunteering at Kipling Acres (Ward 1), one of the City's long-term care homes, I have seen the resident population change to a much more complex one – both medically and socially.

Budgets, however, have not allowed the necessary increase in staffing ratios to cope with these changes. With the implementation of Emotion-Centred Approach in the care of the residents, an increase in funding is urgently needed to allow direct care hours to grow from an average of 3.5 to 4 hours of resident care per day.

In the City's homes volunteers play an important part in the lives of all residents, through the activities they provide and fund, by personal contact, by assistance of staff programming and in many other ways. Our presence is aimed at enriching the lives of those who call these residences their homes. In 2018, 2,200 volunteers contributed approximately 136,000 hours of service, or over 50 hours of volunteer time per resident.

I sincerely hope that the requests outlined in the report will result in an increased level of comfort and satisfaction for all residents.

Thank you,

Margaret Smuk  
President, Kipling Acres Volunteers  
Chair, Toronto Inter-Home Volunteers