

## Seniors Services and Long-Term Care Inter-Home Advisory Committee

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November 20, 2019  
Economic and Community Development Committee

As Chair of the Inter Home Advisory Committee for Toronto Seniors Services and Long-Term Care (SSLTC) I am addressing the Committee on the subject of emotion-centred approach to care in the 10 Toronto Long-Term Care Homes.

The Inter Home Advisory Committee is an independent body composed of the Chairs of the Individual Home Advisory Committees in the 10 Long-Term Care Homes. We meet every two months in the different Homes and as such have a first-hand knowledge regarding the approach to care in the individual Homes.

When City Council requested that SSLTC implement an emotion-centered approach to care, expert Consultant Dr. Pat Armstrong was tasked with evaluating the existing model in the Homes and preparing a report. I had an opportunity to independently discuss the findings with Dr. Pat Armstrong and concluded that the Division used components of different industry models and procedures in order to meet the existing needs of residents in the Homes.

However it was also very clear that more could be done to further enhance the already exemplary care which is guided by SSLTC's C.A.R.E. values of Compassion, Accountability, Respect and Excellence.

The population of aging seniors will increase in the coming years and their condition will only get worse when they decide to come to long-term care so it is important that we implement these proposed changes now before it is too late.

The most important component in long-term care is staff, especially as seniors entering City of Toronto Long-Term Care Homes has an average age of 85 years; moderate to severe cognitive impairment; dementia and in many cases exhibit aggressive behaviours; 90% use mobility devices and 45% have difficulty in chewing and swallowing. Staffing levels beyond the 3.5 hours per resident per day is needed in order to meet these resident's conditions and care needs.

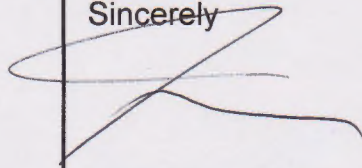
Increasing staffing hours from 3.5 hours per resident to a minimum of 4 hours per resident in order to implement an emotional-centred approach to care will have a significant positive impact on residents in our Homes. Family members who we have met in the homes are also supportive of this proposal to increase staff hours which will improve resident care for all of our residents.

Other Municipal operators including Peel Region have already enhanced staffing levels above what is provided for the Province.

In conclusion, we request that the Economic and Community Development

Committee and the Toronto City Council approve the recommendations in the report put forward by SSLTC.

Sincerely

A handwritten signature in black ink, appearing to be 'Jan Nowakowski', written over the word 'Sincerely'.

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