



**Canadian Union of
Public Employees**

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Units
- Service Units

City of Toronto
- Full-Time
- Long-Term Care Homes
& Services Part-Time
- Recreation Workers
Part-Time
- Unit B Part-Time

*Toronto Community
Housing Corporation*

**SERVING OUR
MEMBERS
SINCE
1942**

April 2, 2019

Councillor Michael Thompson
Chair, Economic and Community Development Committee
c/o City Clerks Department,
10th floor, West Tower, City Hall
100 Queen Street West
Toronto, ON M5H 2N2

Dear Councillor Thompson and Committee Members,

Re: EC3.4 Review of Dementia Care Based Models

CUPE Local 79 is proud to represent full and part-time workers in Toronto's 10 long-term care homes. Our members provide care for long-term care residents and believe in the work they do. Unfortunately, due to understaffing, our members are struggling to be able to give those living in long-term care the support they need.

In reviewing the Advisory Committee on Long-Term Care Homes & Services recommendations, we found a lot to agree with. We were glad to see that the Committee was examining other models of care for long-term care residents and agree that care can be better delivered by looking at best practices and learning from a variety of models of care. While we believe that the Butterfly model could be beneficial in some settings (i.e. an Alzheimer's care unit), the person-centred model the advisory committee is recommending could benefit residents with diverse needs, of all ages and abilities.

In EC3.4 Appendix B, the Advisory Committee on Long-Term Care Homes & Services recommended:

"...LTCHS to seek increases to the operating budget by at least the amount that would have been required to implement the Butterfly Model in all homes, including licensing, training, accreditation and staffing and target more staffing at a 1:5 staff to resident ratio similar to Peel Region's Butterfly Unit, and not to reduce the Net operating budget but to reinvest and increase resources."

We fully agree with the Committee's recommendation of increasing staffing levels to meet a 1:5 staff to resident ratio. Currently, the City's long-term care homes low staffing levels have meant that care is provided at a 1:12 staff to resident ratio in the day time, and it can increase to 1:40 at nights.

The high ratio of patients to staff is not safe for residents or front-line workers at long-term care homes. Our members have concerns for residents; how can one person give adequate care to twelve individuals with high needs? What would happen if there was a fire at night, when staff are responsible for emergency evacuations? The Fire Marshal has previously ordered an increase in staff on overnight shifts for safety reasons.

At Local 79, we share these concerns about residents. We also have significant concerns about our workers in long-term care homes. A recent survey of long-term care workers in Ontario found that 80% of respondents experienced physical violence at work, and 50% of women responding to the survey faced physical violence at least once each week. These numbers are alarming, and it does not have to be this way. When asked, 92% of respondents to the survey said that additional staffing would prevent violence.

The City must act now to improve care in long-term care homes and protect its residents and workers. It is essential that increases to the operating budget result in an increase in front-line care. CUPE Local 79 requests accountability measures be put in place to ensure that residents and staff benefit from this increase to the operating budget for Long-Term Care Homes and Services. A 1:5 staff to resident ratio must be reflected across the board as a minimum standard and cannot be an average or a target.

Please vote to support staffing the City's long-term care homes at a 1:5 staff to resident ratio in order to improve safety and resident care.

Regards,



David Mitchell
President