

Long-Term Care Committee of Management

June 19, 2025

Summary

- Long-Term Care Committee of Management Purpose & Seniors Services and Long-Term Care (SSLTC) Reporting
- SSLTC Overview
- Fixing Long-Term Care Act 2021 (FLTCA) Overview & Compliance
- Long-Term Care Performance Measures.

Committee of Management Purpose & SSLTC Reporting

Committee of Management: Purpose and Scope

- Provide oversight to ensure that the City of Toronto's directly operated long-term care homes operate in compliance with the FLTCA legislation.
- Meet annually, or at the call of the Chair, to receive and review an annual performance report from SSLTC.
- May report to City Council on matters concerning SSLTC's compliance.
- Support SSLTC in their ongoing commitment to accountability and transparency.
- Support the division to achieve and maintain its national accreditation status.

SSLTC Reporting and Accountability

- SSLTC reports to Committee and Council
 - Standing Committees including: Budget Committee, Economic and Community Development Committee, General Government Committee, Executive Committee
 - Advisory Committees, including Francophone Affairs, Accessibility, 2SLGBTQI+
- Home Advisory Committees at each of the 10 City-operated long-term care homes, along with Inter-Home Advisory, Residents' Councils, Family Councils enhance public accountability in operations.

SSLTC Overview

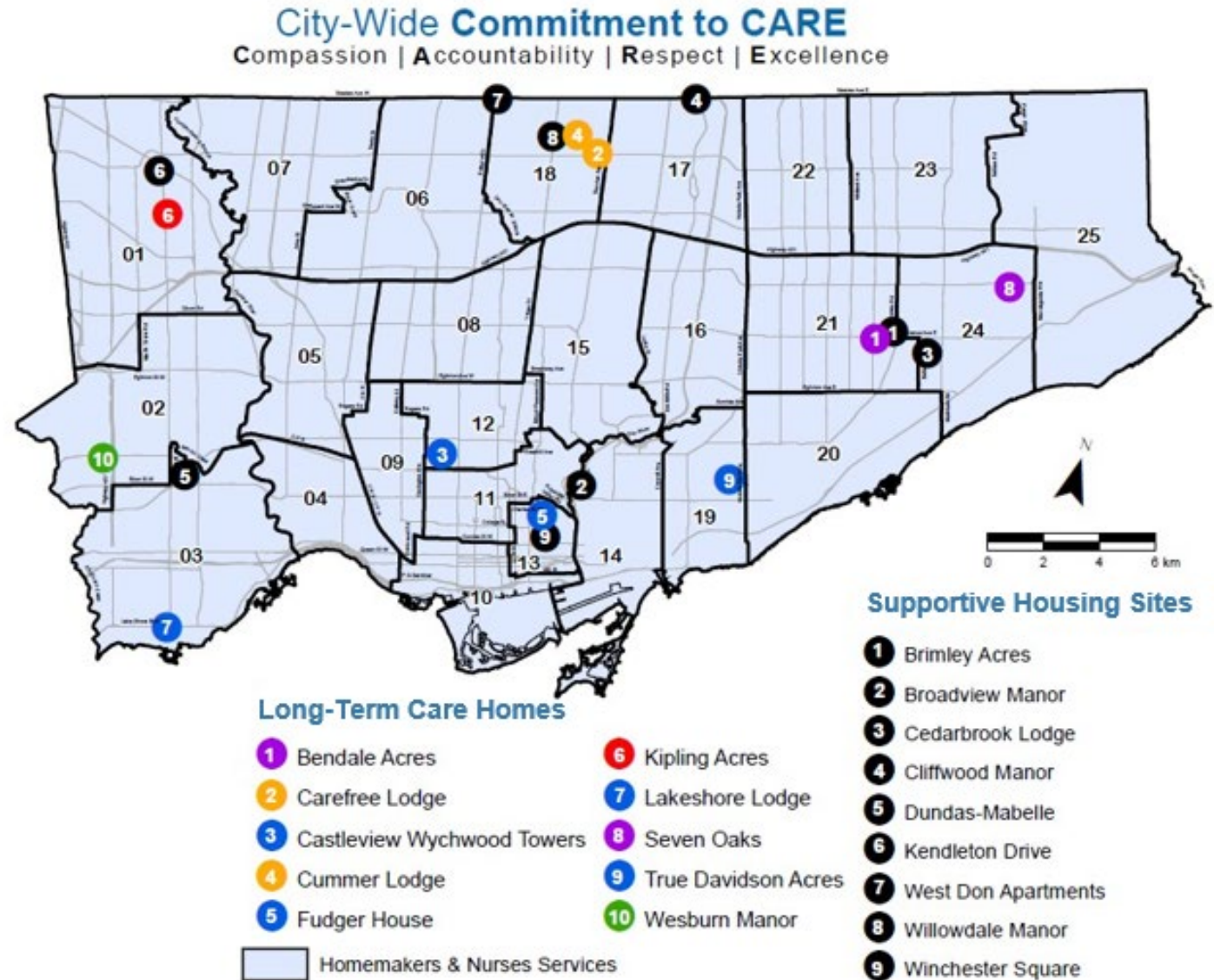
SSLTC Overview

- Directly operates 10 long-term care homes that provide 24 hour resident-centred care, services, and programs
- Compassion | Accountability | Respect | Excellence CARE values drive the culture, priorities, and provide a framework for decision making
- Strategic priorities include:
 - Excellence in Care & Services
 - Integrated Care & Service Continuum
 - A Thriving Workforce.

Long-Term Care Resident Profile

- Average stay in a City-operated LTCH is 3.3 years and residents have complex care needs averaging nine co-morbidities.
- Residents come from 70+ countries, speak 50+ languages, and practice 30+ faiths.
- Toronto's aging population is highly diverse and SSLTC care providers aim to meet the unique care needs of each resident.

SSLTC's 10 Long-Term Care Homes



CareTO Overview

- CareTO is a made-in Toronto person-centred approach to care that shapes how we think, act, and deliver care and service to residents/clients.
- SSLTC is creating more responsive person-centred homes that continually adapt practices to meet unique resident/ client needs.
- CareTO's goal is to enhance the experiences of all those who live, work, and visit our homes by applying the CareTO approach to everything we do.



Current Challenges within the LTC Sector

- **Sector funding**
 - Municipal LTCHs set the standard for levels of care and staffing, however, experience an increased challenge in covering their operating costs.
- **Health Human Resources (HHR)**
 - Staffing shortages, burnout, aging workforce, rising care demands, and challenges in recruiting.

FLTCA Overview & Compliance

FLTCA Overview

- The Fixing Long-Term Care Act, 2021 (FLTCA) and Ontario Regulation 246/22 is Ontario's primary legislation governing long-term care homes.
- The FLTCA replaced the Long-Term Care Homes Act, 2007 and aims to enhance care quality, accountability, and resident rights.
- The FLTCA is designed to:
 - Ensure residents live with dignity, safety, and comfort
 - Strengthen accountability
 - Improve staffing levels and care standards
 - Enhance transparency and oversight in LTC operations.

FLTCA Compliance

- The Ministry of Long-Term Care (MLTC) has expanded their capacity to inspect long-term care homes and respond to non-compliance with legislation.
- The MLTC's inspections are a critical safeguard to ensure homes are operated in compliance with legislation and that residents are provided safe, dignified, and high-quality care.
- The MLTC inspection branch will perform:
 - Standardized, and routine **proactive inspections** annually
 - **Follow-up inspections** are related to specific situations such as residents or family members' complaints, critical incidents, or findings of non-compliance.

Inspections and Enforcement

Enforcement Action	Severity	Correction Required	Triggers
Written Notification	Low	Non-immediate	Minor/ non-urgent non-compliance
Compliance Order	Medium	Yes	Serious or repeated non-compliance
Administrative Monetary Penalty (AMP)	High	Yes + Fine	Serious harm, persistent violations

Long-Term Care Performance Measures

Ministry Reported Key Performance Indicators

- Several key performance indicators representing quality of care and safety of residents through clinical outcomes are collected and reported by the Canadian Institute for Health Information (CIHI).
- LTC homes will receive quarterly reports comparing their performance to provincial benchmarks.
- Available data is used to analyze trends and inform action planning and quality improvement initiatives related to resident care and service.

Ministry Reported KPIs

- Nine quality indicators directly measuring resident health, safety, and quality of life are publicly reported by the MLTC quarterly, including:
 - Resident has worsened mood from symptoms of depression
 - Resident has taken anti-psychotics without a diagnosis
 - Resident has fallen
 - Resident has improved/ remained independent in mid-loss ADL
 - Resident has worsened/ remained dependent in mid-loss ADL
 - Resident has worsened stage 2-4 pressure ulcer
 - Resident has daily physical restraints
 - Resident has pain
 - Resident has worsened pain.

Other Performance Measures

- Annual Resident and Family Satisfaction Surveys
 - SSLTC administers *Your Opinion Counts* satisfaction surveys to residents and families on an annual basis
 - Results measure the quality of care and service beyond clinical outcomes.
- Long-Term Care Home Waitlists
 - Waitlist data is utilized by the MLTC to make funding decisions including which regions and homes should received additional beds, capital redevelopment grants, or specialized program funding.

Thank You

Contact Information

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Commitment
to **CARE**

Compassion | Accountability | Respect | Excellence